

Roll No.

Total No. of Questions : 7

Total No. of Pages : 01

BCA (Sem.-2nd)

COMMUNICATION-II

Subject Code : BSBC-201 (2011 Batch)

Paper ID : [B1113]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. **SECTION-A is COMPULSORY.**
2. **Attempt any FOUR questions from SECTION-B.**

SECTION-A (10 × 2 = 20 Marks)

1. (a) What is downward communication?
- (b) Write two advantages of formal communication.
- (c) What is a CV? Is it different from resume?
- (d) Write two ways to identify nervousness in interviews.
- (e) Is communication different from effective communication?
- (f) Write two important components of effective sales letters.
- (g) Write two important steps for preparation of presentation.
- (h) Define 'Encoding' and 'Decoding'.
- (i) Are Gestures important in Interview?
- (j) What is paralanguage?

SECTION-B (4 × 10 = 40 Marks)

2. Write Short notes on role of following in communication :
(i) Memo (ii) Faxes (iii) E-mails (iv) Reports
3. What are the advantages of extempore speaking ? How can one master the art of extempore speaking?
4. Explain the different types of interviews. Is there a different way to prepare for them ?
5. What are the various barriers to effective communication process ? Write the ways to tackle these barriers ?
6. Explain the role of the following in report writing :
(i) Introduction (ii) Appendix (iii) Bibliography (iv) Graphs and Tables
7. Distinguish between Formal and Informal Communication. Explain the importance of Formal Communication.