

Roll No. 

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Total No. of Pages : 02

Total No. of Questions : 07

BCA (2011 & Onwards)/B.Sc. (IT) (2015 Batch) (Sem.-1)

COMMUNICATION-I

Subject Code : BSIT/BSBC-101

Paper ID : [B1107]

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains SIX questions carrying TEN marks each and students has to attempt any FOUR questions.

**SECTION-A**

**1. Write short notes on the following :**

- a. What is posture?
- b. What is E-mail?
- c. Write two uses of studying Communication Skills.
- d. What is a formal letter?
- e. What is business communication?
- f. What is the difference between tone and pitch?
- g. What is grapevine communication?
- h. Write two barriers to effective communication.
- i. What is downward Communication?
- j. Why is feedback important?

## SECTION-B

2. a. What is the importance of presentation skills in a business meeting?  
b. How to prepare a Power Point Presentation for an Executive Council meeting?
  3. Explain the various barriers to listening and remedies to improve listening barriers.
  4. Write the format of a 'Report'. Discuss its essential elements briefly.
  5. Write a letter to a business firm for selecting you as a trainee in the organization.
  6. What is the importance of non-verbal communication for :
    - i) A student
    - ii) A manager
    - iii) A teacher
    - iv) A leader
  7. Write the types, media, process and objectives of business communication.
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