

# Question Paper Code : 6300

B.C.A. (Semester-I) Examination, 2019

(New)

## ESSENTIALS OF PROFESSIONAL COMMUNICATION

[ First Paper (BCA-101) ]

Time : Three Hours] [Maximum Marks : 70

Note : Answer five questions in all. Question No. 1 is compulsory. Besides this, attempt one question from each unit.

1 Write short answers of the following : [10x3=30]

- (a) Define 'paralanguage'.
- (b) What is the importance of active listening ?
- (c) What are the characteristics of written communication ?
- (d) Differentiate between verbal and non-verbal communication.
- (e) What are the demerits of grapevine ?

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[P.T.O.]

(f) How formal communication is different from informal communication ?

(g) Explain the elements of a business letter.

(h) What is the importance of upward communication ?

(i) Define verbs with its types with examples

(j) What are the requisites of sentence construction?

### UNIT-I

2 (a) How does horizontal communication help in an organization ? [4]

(b) What are the barriers to communication ? [6]

3 What do you mean by effective technical communication ? Explain the 7C's of communication. [10]

### UNIT-II

4 (a) Convert the following into active voice : [1x2=2]

(i) Caesar was stabbed by Brutus.

(ii) The Mayor's speech was loudly cheered.

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(b) Convert the following into passive voice : [1x2=2]

- (i) The Governor gave him a reward.
- (ii) Premchand wrote this novel

(c) Fill in the blanks with suitable articles : [1x6=6]

- (i) ..... book you want is out of print.
- (ii) Let's go to ..... park.
- (iii) Copper is ..... useful metal.
- (iv) He is not ..... honorable man.
- (v) Rustum is ..... young Parsee.
- (vi) Do you see ..... blue sky ?

5. Explain the parts of speech with a suitable examples. [10]

#### UNIT-III

6. (a) Give the synonyms of the following : [1x5=5]

- (i) Difficult
- (ii) Admit
- (iii) Mistake

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(iv) Attractive

(v) Sorrow

(b) Give the antonyms of the following : [1x5=5]

- (i) Capable
- (ii) Narrow
- (iii) Noisy
- (iv) Ascend
- (v) Shallow

7. Discuss the requisites of paragraph development. What are the methods of paragraph development ? [10]

#### UNIT-IV

8. Write an claim letter for mistake on part of the seller, Vivek Bose & Co. Ltd. (manufacturers of woollen textiles) for defective goods. Invent necessary details. [10]

9. Write short notes on the following : [2x5=10]

- (a) Basic e-mail etiquettes.
- (b) Notice.

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