

[Total No. of Questions - 9] [Total No. of Printed Pages - 2]  
(2123)

1500

**MCA 1st Semester Examination**  
**Effective Communication Skills (O.S.)**

**MCA-105**

**Time : 3 Hours**

**Max. Marks : 60**

*The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.*

**Note :** Attempt five questions in all, selecting one question from each section A, B, C and D. Section E is compulsory.

**SECTION - A**

1. As the manager of a company, write a letter of order to a computer selling firm for supply of 20 computers along with other accessories to your office. (12)
2. Write a resume and illustrate its different features. (12)

**SECTION - B**

3. Discuss the distinguishing features of reading strategies. Write a note on various kinds of reading purposes. (12)
4. Discuss effective listening skills, and elaborate on the various hurdles that come on the way of effective listening. (12)

**SECTION - C**

5. What are the barriers to effective communication? Write a note on Grapevine system of communication. (12)
6. Write the techniques of business letter writing. Illustrate different features of a business letter. (12)

**1500/20**

**[P.T.O.]**

**SECTION - D**

7. Briefly describe the following modern modes of communication with illustrations:

Telex, Fax, Tele-conference, E-mail. **(12)**

8. Discuss the importance and types of non-verbal communication. Describe cluster and arguency. **(12)**

**SECTION - E**

9. Answer the following:

(a) Fill in the blanks with appropriate prepositions.

(i) She died \_\_\_\_\_ Cholera

(ii) The manager of the company is satisfied \_\_\_\_\_ the progress of his firm.

(iii) Both the friends are engaged \_\_\_\_\_ a serious discussion. **(3)**

(b) Use the appropriate articles to fill in the blanks:

(i) Salim is \_\_\_\_\_ best by in the class.

(ii) England is \_\_\_\_\_ European country.

(iii) The principal is \_\_\_\_\_ honest man. **(3)**

(c) Write a note on "Feedback Skills". **(2)**

(d) Write a note on "Electronic Communication". **(2)**

(e) Write the techniques of a good project report. **(2)**