

**GUJARAT TECHNOLOGICAL UNIVERSITY**

MCA Sem-II Examination June 2011

**Subject code: 620008****Subject Name: Communication Skills****Date: 29/06/11****Total Marks: 70****Time: 2:30pm to 5:00pm****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) What visual aids can be used in presentation ? Explain the four modes of delivery used for making presentations. **07**
- (b) Explain the process of communication. Distinguish between general and technical communication. Explain how information flows in an organization. **07**
- Q.2** (a) What is listening ? State and explain the types of listening. Also, explain the traits of a good listener. **07**
- (b) A reputed company is looking for a Computer Programmer. Skills in HTML, Java, C++ is vital. Applicants should also possess excellent writing skills and the ability to work in teams. Write an application offering yourself for the above position to Mr. Srinivas Rao, HR Manager, Global Software Solutions, M G Road, Bengaluru – 500001. **07**
- OR**
- (b) Care Hospital requires a sonography machine on an urgent basis. Draft an e-mail requesting this machine to the vendor. Justify the urgency and also specify the date on which the machine needs to be delivered at the hospital. **07**
- Q.3** (a) What are the characteristics of a research paper ? Explain its components. **07**
- (b) State and explain the interpersonal barriers to effective communication. **07**
- OR**
- Q.3** (a) Explain the difference between instruction manual and technical description. **07**
- (b) What are the reasons for poor comprehension skills ? What are the steps one should follow to hone good reading skills ? **07**
- Q.4** (a) What are the types of telephonic job interviews ? What preparations must one do for a telephonic interview ? What should one take care of while facing a telephonic interview ? **07**
- (b) “Communication is more than verbal”. Explain. **07**
- OR**
- Q.4** (a) Explain the techniques used for paragraph development. **07**
- (b) Write a short note on Proxemics. **07**
- Q.5** (a) What are the objectives of conducting meetings ? What are the responsibilities of the chairperson towards making the meeting effective ? **07**
- (b) Discuss the merits and demerits of using technology in business communication. **07**
- Q.5** (a) State the objectives and types of technical proposals. Also, explain in brief the constituent elements of the body of the proposal. **07**
- (b) Why are reports important ? Also, explain the various means used for collecting data for the report. **07**

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