Seat No.: _____ Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY

MCA - SEMESTER–II • EXAMINATION – WINTER 2013

Subject Code: 620008 **Date: 01-01-2014**

Subject Name: Communication Skills

Time: 10:30 am to 01:00 pm **Total Marks: 70**

Instructions:

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

Q.1	**(a)**	Explain the process of communication. Distinguish between general and technical communication.	**07**
	(b)	State and explain the interpersonal barriers to effective communication.	**07**
Q.2	**(a)**	Discuss the positive and negative impact of technology enabled communication.	**07**
	(b)	Distinguish between letters, memos and emails. Also, discuss email etiquettes.	**07**
		OR	
	(b)	Imagine yourself to be the instructor of a course in which 75 students have registered. Draft an email to be sent to all these students asking them to select topic of their choice and prepare for a professional presentation of 10 minutes duration.	**07**
Q.3	**(a)**	Explain the traits of a good listener.	**07**
	(b)	Write a short note on Postures.	**07**
		OR	
Q.3	**(a)**	What is a dissertation? Explain its structure.	**07**
	(b)	Explain the difference between instruction manual and technical description.	**07**
Q.4	**(a)**	What are the different types of job interviews? What are the skills and attributes that most employers look for in their prospective employee ?	**07**
	(b)	What are the objectives of conducting meetings ? What are the responsibilities of the chairperson towards making the meeting effective ?	**07**
		OR	
Q.4	**(a)**	Explain the techniques for good comprehension.	**07**
	(b)	Explain the different kinds of paragraphs depending on the technique used to develop the central idea.	**07**
Q.5	**(a)**	Write a short note on communication networks.	**07**
	(b)	Explain the four modes of delivery used for making presentations. Explain the advantages and disadvantages of each.	**07**
Q.5	**(a)**	Explain the various categories of reports.	**07**
	(b)	State the objectives and types of technical proposals. Also, explain in brief the constituent elements of the body of the proposal.	**07**

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