

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF COMPUTER APPLICATIONS (B.C.A.)
SPECIALIZATION IN CYBER SECURITY (CS)

EXAMINATION: MAY - 2024
SEMESTER - II

Sub: Communication Skills (BCA – 241-20/BCA23-205/BCA23-205/BCA-CS-241-20)

Date :23/05/2024

Total Marks : 30

Time: 10.00 am To 11.30 am

Instructions:

1. All questions are compulsory unless and otherwise stated.
2. Bold figures to the right of every question are the maximum marks for that question.
3. Candidates are advised to attempt questions in order.

Q.1. Fill in the blanks: (5)

1. Communication is ----- way process. (Three, Two, One, None of these)
2. Non-verbal communication occurs with the help of ----- . (English language, Reading, Body language, All of these)
3. Horizontal communication occurs among the persons of ----- rank. (Low, High, Same, None of these)
4. ---- is the person who notices and decodes the message and attaches some meaning to it. (Receiver, Sender, Driver, Cleaner)
5. The response to sender's message is called ----- . (Food bank, Feedback, Food, Back)

Q.2. True or False (5)

1. Oculistics communication occurs with the help of eye contact.
2. Communication with the help of facial expressions is called haptic communication.
3. Communication within a person is called intra-personal communication.
4. 'LSWRs' are the basics of communication skills.
5. Encoding means the interpretation of message by the sender.

Q.3. Answer the following: (Any 5) (10)

1. Mention the elements of communication.
2. What is content listening?
3. What is intra-personal communication?
4. Write the definition of listening skill.
5. What is paralanguage?
6. Enlist any four principles of communication.

Q. 4. Answer the following: (Any 1) (10)

1. Explain the business communication and its types.
2. Which are the barriers and solutions in the process of listening?
3. Explain the types of body language.