

Saraswat Vidyalaya's
Sridora Caculo College of Commerce & Management Studies
B.C.A. Semester III End Examination, November 2022

CAA101 : COMMUNICATION AND PRESENTATION SKILLS

Duration: 2 hours

Total Marks: 60

Total No. of Pages: 2

Instructions: i) *All questions are compulsory.*
ii) *Figures to the right indicate full marks.*

Q1. A Give the correct technical terms for the following (5 x 1= 05)

- I. In remote verbal communication, some communication happens when messages are exchanged only in real time. Identify the term.
- II. 'Set of circumstances surrounding communication'.
- III. 'Related to meaning in language'.
- IV. 'A face to face verbal exchange which endeavours to discover as much information as possible in the least amount of time about some relevant matter.'
- V. 'Special or technical words that are used by a particular group of people in a particular profession.'

Q1. B. Fill in the blanks (5 x 1= 05)

- I. The term 'communication' is derived from the _____ word 'Communis'.
- II. The purpose of _____ interview is to improve the efficiency of the employee.
- III. The purpose of presentations is summarized in the acronym _____.
- IV. _____ feedback is intended to ridicule the receiver.
- V. Method of communication online is called _____.

Q2. A. Explain why it is important to overcome the communication barriers. (05)

B. State and explain face to face verbal communication. (05)

OR

Q2.X. Briefly explain the concept of Oral communication and its importance. (05)

Y. Write a short note on the importance of Feedback in communication. (05)

Q3. A. What is the four stage approach of preparation for presentations? (05)

B. How a presenter can connect with the audience during presentations. (05)

OR

Q3.X. Explain how the acronym SMART can be used in presentations. (05)

Y. State and explain briefly the audio visual aids for presentations. (05)

Q4.A. Explain the semantic barriers to communication. (10)

OR

B. Explain the role of the various elements in the communication process. (10)

Q5. A. Explain how an interviewer should prepare for an interview. (10)

OR

B. Explain the Psychological preparation that a candidate has to go through before an interview. (10)

Q6.A. Explain the differences between Oral verbal communication and Written Verbal communication. (10)

OR

B. Illustrate and explain the different types of grapevine. (10)
