

Vidya Vikas Mandal's
 Shree Damodar College of Commerce & Economics, Margao-Goa
 SY BCA, Semester-III, Semester End Examination, November 2023
 Subject: Communication and Presentation Skills Code: CAA-101

Duration: 2hrs**Max Marks: 60***Instructions: 1) Figures to the right indicate Full Marks.**2) All Questions are compulsory.***Q 1. A. Fill in the blanks:****(5x1=5)**

- a. The word "communication" is derived from the Latin word _____.
- b. When a receiver communicates his/her response back to the sender, the process is known as _____.
- c. _____ refers to real-time communication where participants interact with each other simultaneously.
- d. _____ communication occurs when two or more people see and physically interact with each other.
- e. _____ involves seeking input, advice, or feedback from relevant stakeholders or experts before making a decision.

B. Match the following and rewrite:**(5x1=5)**

- | | |
|------------------|--|
| a. Consensus | i) Barrier in the communication process |
| b. Body language | ii) Informal communication |
| c. Noise | iii) Response of a receiver |
| d. Feedback | iv) Common agreement of opinion |
| e. Grapevine | v) Gesture, stance and facial expression |

Q.2. Answer the following:**(10 marks)**

- a. Explain the concepts of consensus and consultation? (2)
- b. Describe grapevine communication? (3)
- c. Examine how the channels of formal communication operate within an organization? (5)

Q.3. Answer the following:**(10 marks)**

- a. Define nonverbal communication? (2)
- b. Explain what remote verbal communication is and what are the advantages and disadvantages of remote verbal communication? (3)
- c. List the characteristics of communication? (5)

Q.4. Answer the following:**(10 marks)**

- a. Summarize the concept of an interview? (2)
- b. Illustrate upon any three types of job interviews. (3)
- c. Describe the disadvantages of the interview method? (5)

Q.5. Answer the following:

(10 marks)

- a. Explain the initial steps involved in planning for a presentation? (2)
- b. Describe the importance of "understanding your audience" for a presentation? (3)
- c. Outline the steps involved in researching material for a presentation? (5)

Q.6. Answer the following:

(10 marks)

- a. Discuss the significance of body language during a presentation? (2)
- b. Elaborate upon the importance of seeking feedback after delivering a presentation. (3)
- c. List and compare widely-used software options for creating presentations. (5)

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