Reg. No.

VI Semester B.C.A. Degree Examination, September/October - 2022

COMPUTER SCIENCE

Professional And Business Communication

(CBCS Scheme)

Time : 3 Hours

Maximum Marks : 100

Instructions to Candidates:

Answer All sections

SECTION - A

(10×2=20)

I.   Answer any **Ten** questions. Each question carries 2 marks.

1.   Define Communication.

2.   What do you mean by Leadership?

3.   What is a source in the concept of communication?

4.   Who are receivers and why feedback is important?

5.   State any two cultural deference at work.

6.   What is conflict at work?

7.   Mention any two elements of Team Work.

8.   What do you mean by Meeting Agenda?

9.   What is the Memo?

10. What do you mean by Resume?

11. What is an Interview?

12. Mention any two requirements of good Presentation.

SECTION - B

II.   Answer any **Five** questions. Each question carries 5 marks.   (5×5=25)

13. Discuss two types of Communication.

14. Explain any five barriers of listening.

15. Explain how to manage conflict at work?

16. Discuss the ethics of Interview.

17. Explain the essential piece of information that you should include in your resume.

18. Describe any five preparatory steps that are required before any meeting.

19. Describe the strategies to overcome general differences in communication.

20. Write a cover letter for a job application.

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SECTION - C

III. Answer any **Three** of the following. Each question carries **15** marks.   **(3×15=45)**

21. Describe the fundamental principles to effectively increase the communication and leadership skills.

22. Social style is unique and cannot be seen in other person if so explain social style and identifying the social style at work in detailed manner.

23. Explain the steps involved in preparing and conducting an interview.

24. A company has conducted a meeting to discuss the sales performance in the first quarter and address the issues of drop in sales and sales promotion. Draft the minutes of the meeting.

25. Explain the steps to improve the team dynamics.

SECTION - D

IV. Answer any **One** of the following. Each question carries **10** marks.   **(1×10=10)**

26. Prepare a resume for applying the post of system analyst at MNC.

27. Describe listening problems and their possible solutions.