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Odd Semester Examination 2024

Paper Name: Communication Skills
Time: 2.5 Hours

Paper Code: BCA/BSC 104
Maximum Marks: 60

SECTION A
(20 MARKS)

ALL QUESTIONS ARE COMPULSORY

State whether these statements are true or false:

Q. N.	Questions	Marks	CO	BL
1.	Feedback is an unnecessary part of the communication process, especially in a professional setting.	1	CO2	L2
2.	Effective communication is important in the workplace.	1	CO2	L2
3.	Talking among each other to sort out problems is a good way of communicating.	1	CO2	L3
4.	Tone of voice is not considered nonverbal communication because it involves speaking.	1	CO2	L2
5.	Your communication can be appropriate without being effective.	1	CO2	L2
6.	Physical appearance can play a large role in nonverbal communication.	1	CO2	L3
7.	Firmly shaking a person's hand does not convey a message.	1	CO2	L2
8.	People are "born" good writers or speakers; these skills cannot be learned.	1	CO3	L3
9.	The term "horizontal flow of information" refers to communication from department to department either laterally or diagonally.	1	CO3	L3
10.	Communication can be viewed from a variety of perspectives.	1	CO3	L3
11.	Written communication is most appropriate for communicating routine information, such as changes in company policies or staff.	1	CO2	L2
12.	Once communication patterns are learned, they cannot be changed.	1	CO3	L3
13.	Most business communication is done in writing.	1	CO3	L3
14.	Checking out a message encourages a sender to restate or expand on the message to make it clearer.	1	CO2	L2

15.	One of the principles of good writing is to proofread the document.	1	CO2	L2
16.	One step in learning to listen actively is to note the speaker's tone, as well as his or her body language.	1	CO2	L2
17.	You-statements help people give advice that their friends will follow.	1	CO3	L3
18.	A passive listener hears words without listening for meaning.	1	CO2	L2
19.	Semantics is the science or study of the meanings of words and symbols.	1	CO2	L3
20.	Communication can be used to assess, influence, and persuade other people.	1	CO2	L3

SECTION B

(20 MARKS)

ATTEMPT ANY FOUR

Q. N.	Questions	Marks	CO	BL
1.	Discuss what preparations you should do before going for an interview.	5	CO4	L5
2.	Discuss some of the functions of communication.	5	CO4	L5
3.	Define effective listening.	5	CO3	L4
4.	Discuss how you can make your resumes impressive.	5	CO3	L5
5.	Mention five don'ts of email etiquette.	5	CO4	L5
6.	Discuss some of the rules of group discussion (GD).	5	CO4	L5

SECTION C

(20 MARKS)

ATTEMPT ANY TWO

Q. N.	Questions	Marks	CO	BL
1.	Write an email complaining about the delay in receiving the sports products that you ordered online. Invent the necessary details.	10	CO5	L6
2.	Write a letter to the bank manager for issuing a new ATM card. Invent the necessary details.	10	CO4	L6
3.	Explain communication barriers with examples.	10	CO3	L5
4.	Explain the seven characteristics of non-verbal communication?	10	CO2	L5

BL: Bloom's Taxonomy Levels: 1- Remembering, 2- Understanding, 3- Applying, 4- Analysing, 5- Evaluating, 6- Creating