



DCT-003-2031001

Seat No. _____

B. C. A. (Sem.-I) Examination

August - 2022

CS-01 : Technical Communication Skill

(New Course)

Faculty Code : 003

Subject Code : 2031001

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| 1 | What is communication ? Write in detail on the process of communication. | 14 |
| 2 | Define non-verbal communication and write in detail on non-verbal communication as a type of communication, focussing more on body language. | 14 |
| 3 | What is verbal communication ? Write on both merits and demerits of written communication in detail. | 14 |
| 4 | What is written communication ? Write in detail on the basic principles of effective written communication. | 14 |
| 5 | What is oral communication ? Write both advantages and disadvantages of oral communication in detail. | 14 |
| 6 | Write in detail on the basic styles of oral communication. | 14 |
| 7 | What is listening ? Write in detail on the importance of listening skills. | 14 |
| 8 | What are the various types of listening ? Write in detail on the barriers to listening. | 14 |
| 9 | Write Short notes on the following :
(1) Kinesics
(2) Interpersonal skills | 14 |
| 10 | Write short notes on the following :
(1) Soft skills
(2) Business etiquettes. | 14 |