

END TERM EXAMINATION

FIRST SEMESTER [BCA] DECEMBER-2019

Paper Code: BCA103	Subject: Technical Communication
Time: 3 Hours	Maximum Marks: 75
Note: Attempt all questions as directed. Internal choice is indicated.	

- Q1 Explain **any five** of the following: (5x5=25)
- a) 7Cs of effective communication
 - b) Process of technical writing
 - c) Layout of the report
 - d) Negotiation process
 - e) Art of listening
 - f) Business Etiquette

UNIT I

- Q.2a) What is the significance of communication? Discuss the factors responsible for the growing importance of communication. (12.5)
- OR**
- 2b) "Communication is a two way process". Explain the elements of communication process in this context.

UNIT II

- Q.3a) What is a business letter? Explain the layout of a business letter. (12.5)
- OR**
- 3b) Write a job application and draft your resume for the post of software engineer in a multinational company.

UNIT III

- Q.4a) What are the various barriers to listening? Discuss the principles of good listening. (12.5)
- OR**
- 4b) Discuss the various types of meetings. Explain the planning and organization of a meeting.

UNIT IV

- Q.5a) Explain Kinesics and Proxemics with examples. Also explain their importance. (12.5)
- OR**
- 5b) How can one improve one's language skills? Explain the guidelines for sentence construction.

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