

FACULTY OF INFORMATICS

M.C.A. (CBCS) II-Semester (Backlog) (2019-2020 Batch) (Old)

Examination, April 2022

Subject: Communication Skills

Time: 3 Hours

Max. Marks: 70

(Missing data, if any, may be suitably assumed)

Note: Answer any five questions from the following.

All questions carry equal marks.

1. a) What are the organizational group discussions? Discuss
b) What is the importance of business communication? Discuss.
2. Write a short note on
a) Accuracy and Brevity
b) Horizontal and Vertical communication
3. a) What is etiquette? What is mobile etiquette?
b) What is Teamwork? What are the qualities of a good team player? Discuss.
4. a) What are the advantages of Time Management? What are the usual time stealers for students?
b) Discuss in detail Knapp's Model of interpersonal communication?
5. a) Write a report on the students' usage of mobile phones before, during and after the pandemic.
b) What are the different types of reports?
6. a) Write in detail the structure, language and style followed while writing a Report.
b) Write the difference between Technical Writing and General Writing. Give examples.
7. a) Write a short statement of purpose of 150-250 words concerning your purpose for undertaking or continuing Research - your reasons to study at Osmania University, and your research interests, professional plans, and career goals etc.
b) What is the difference between an enquiry letter and a response letter?
8. a) Write your resume as a fresher that includes your career objective, qualification, etc.,
b) Write a short note on the following:
 - i. Sales letter
 - ii. Letter of enquiry
9. a) Imagine you are participating in a group discussion on the topic 'E-learning: A substitute for classroom learning?' – now state your opinion on the topic given, as a participant in the discussion.
b) Why and where the Group discussions are conducted? What are the dos and don'ts of a Group discussion?
10. a) 'Interview is a two-way process.' Do you agree? Why? List out the important traits that are observed during an interview?
b) Write any five questions that are the usual questions asked during an interview? How do you answer them?