GUJARAT TECHNOLOGICAL UNIVERSITY MCA - SEMESTER- II• EXAMINATION – SUMMER 2016

Subject Code: 620008 Date: 06- Subject Name: Communication Skills)6-2016	
Time:10:30 AM to 01:00 PM Total Mar			70	
Insi	1. 2.	Attempt all questions. Make suitable assumptions wherever necessary. Figures to the right indicate full marks.		
Q.1	(a)	What is communication network? Explain formal & informal network	07	
	(b)	models. What are the levels of communications? Explain the organizational and mass communication in detail.	07	
Q.2	(a)	What is listening ? State and explain the types of listening. Also, explain the traits of a good listener.	07	
	(b)	What is meant by barriers to communication? Explain intrapersonal barriers to communication.	07	
	(b)	OR Explain paralinguistic features in speaking.	07	
0.2				
Q.3	(a) (b)	Mention the qualities of a good listener. What is difference between Exit interviews and Evaluation interviews? Give the important tips for job interview. OR	07 07	
Q.3	(a)	Explain different types of business letters and its objectives.	07	
-	(b)	What is organizational group discussion? Explain its techniques.	07	
Q.4	(a)	What are the advantages and disadvantages of E-mails? Also write the	07	
	(b)	E-mail etiquettes. What is reading comprehension? What are the reasons for poor communication?	07	
04	(a)	OR What are the types of telephonic job interviews? What preparations must one do	07	
Q.4	(a)	for a telephonic interview? What should one take care of while facing a telephonic interview?	07	
	(b)	What is the use of technical proposal? Explain various elements of technical proposal.	07	
Q.5	(a)	Discuss the merits and demerits of using technology in business communication.	07	
	(b)	Explain the seven 'C's of communication.	07	
05	(a)	OR Explain process of communication.	07	
Q.5	(a) (b)	Explain different types of reports.	07 07	
