

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MCA– SEMESTER –I EXAMINATION –SUMMER-2019**

**Subject Code:3610005****Date: 28-05-2019****Subject Name: Communications Skills****Time:02.30 pm to 5.00 pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1 (a)** Do as directed : **07**
1. Use proper articles in the following sentences :
    - 1) Today \_\_\_\_\_ European came to my office.
    - 2) Sherlock Holmes was playing \_\_\_\_\_ violin when the visitor arrived.
  2. Fill in the blanks with the suitable comparative adjectives :
    - 1) Sodium is \_\_\_\_\_ (much) reactive than gold.
    - 2) Cars are \_\_\_\_\_ (safe) than bikes.
  3. Choose the correct nouns to make the sentences grammatically correct.
    - 1) Have you got all the informations/information?
    - 2) That cost me thirty thousands/thousand rupees.
  4. Give antonym of : flexible
- (b)** Explain the communication networks that exist in formal or informal communication. **07**
- Q.2 (a)** Discuss the positive and negative impact of technology enabled communication. **07**
- (b)** You successfully passed a job interview. You are expected to start on April 07, **07**  
but you will not be available on that date.  
Task: Write an email to your new boss, explaining your situation, expressing your concern and suggesting a solution.
- OR**
- (b)** A top MNC having its head office at Noida immediately wants MCA freshers for **07**  
the post of Software Engineer. The starting salary is 40,000/- per month plus  
other benefits. Write your résumé with an application letter offering yourself for  
the above position to Ms. Tanuja Sanyal, Personnel Manager, Indiaspace  
Electronics (Software Division), 28, SJ Road, Greater Noida.
- Q.3 (a)** What is a press conference? Explain the guidelines for effective press conference. **07**  
Also, explain how to handle a press conference effectively.
- (b)** Write a short note on effective use of visual aids in presentation. **07**
- OR**
- Q.3 (a)** Explain in brief the etiquettes one must follow while making telephonic calls. **07**
- (b)** What are the objectives of conducting meetings ? What are the responsibilities of **07**  
the chairperson towards making the meeting effective?
- Q.4 (a)** What does a prospective employer expect from the interviewee? What are **07**  
reasons for failure of interviewee in a face-to-face job interview?
- (b)** State and explain the various levels of communication. **07**
- OR**
- Q.4 (a)** State and explain the different types of reports based on their purpose. **07**
- (b)** What is research paper? State the components of research paper. **07**
- Q.5 (a)** What is negotiation? Explain the six-steps involved in negotiations. **07**

- (b) Explain the characteristics and the components evaluated and analyzed in group discussions conducted as a part of a selection process. **07**

**OR**

- Q.5** (a) Explain the techniques for good technical writing. **07**  
(b) Write a short note on paralinguistic features. **07**

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