

**MCA-654****MCA-14**

M.C.A. DEGREE EXAMINATION – JUNE 2008.

Second Year/Third Semester

COMMUNICATION SKILLS

Time : 3 hours

Maximum marks : 75

Answer for 5 marks questions should not exceed  
2 pages.

Answer for 10/15 marks questions should not exceed  
5 pages.

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. How does language act as a barrier to effective communication?
2. Upward communication is very useful but very difficult. Suggest some methods of increasing its effectiveness.
3. “Communication need not be made in words alone” – Comment.
4. Mention the advantages of videoconferencing.

5. How must you behave in a group discussion?
6. Prepare your Curriculum vitae giving dummy name and address.
7. Assuming you are the Chairman of a company situated in Chennai, draft an agenda to consider the possibilities of opening BPO in other states.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

8. Discuss the changes brought about in the field of communication by the newly introduced electronic devices.
9. How must an interview be conducted for a candidate who is to be selected for the post of system analyst?
10. Draft a report as Secretary to the Board of Directors about the need for an immediate advertising campaign to boost the sales of your company.
11. Write a letter of appointment to a candidate mentioning details of the pay scale as well as other terms and conditions of service.
12. Prepare a memo to a staff for taking disciplinary action against him for taking leave often.

13. You have been asked to declare open a new computer centre opened in your college. Draft a suitable speech for that occasion.

14. Prepare a presentation to students who have completed their degree persuading them to apply for computer courses offered by TNOU.

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