

**MCA-139****MCA-14**

**M.C.A. DEGREE EXAMINATION —  
JANUARY, 2009.**

**Third Semester/Second Year**

**COMMUNICATION SKILLS**

Time : 3 hours

Maximum marks : 75

Answer for 5 marks question should not exceed  
2 pages.

Answer for 10 marks questions should not exceed  
5 pages.

**PART A — (5 × 5 = 25 marks)**

Answer any FIVE questions.

1. What are four principles of interpersonal communication?
2. What is clear writing?
3. Explain the approaches to reading.
4. Describe the benefits of good listening.
5. What are the negative roles to be avoided in a group discussion?

6. What is negotiation?
7. Write a note on nature of body language.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

8. What are different types of communication?
  9. What does intra personal communication encompass of?
  10. Outline the techniques of specific reading.
  11. Why we should use graphs and charts in our presentation?
  12. Explain the different writing techniques.
  13. What are the four instincts appealed in a conversation?
  14. What are the purposes of group discussion?
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