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Total No. of Pages : 03

Total No. of Questions : 09

MCA (Sem.-1)
TECHNICAL COMMUNICATION
Subject Code : PGCA-1905
M.Code. : 79039
Date Examination : 23-12-2024

Time : 3 Hrs.

Max. Marks : 70

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION - B & C have FOUR questions each.
3. Attempt any FIVE questions from SECTION B & C carrying TEN marks each.
4. Select at least TWO questions from SECTION - B & C.

SECTION-A

1. Write short notes on :

- a. Define communication.
- b. What is psychological barrier to communication?
- c. How does empathy help in effective listening skills?
- d. What is Kinesics?
- e. What is downward communication?
- f. What is memo?
- g. What do you mean by reference?
- h. How do you cite a book in research paper?
- i. What do you mean by minutes of meeting?
- j. What is the function of instruction manual?

SECTION-B

2. Explain in detail Shannon and Weaver's model of Communication.
3. What are the essentials of effective communication?
4. Write a letter to your client to apologize for the late delivery of the consignment which includes computer lab equipment.
5. **Read the following paragraph and answer the questions given below:**

The Indian youth is accused of being impatient, undisciplined and disrespectful to the elders and irresponsible towards society and authority. It was felt that to curb these tendencies the youth required to be motivated in nation building activities and made responsive to the social concerns. For this purpose, National Service Scheme (NSS) was introduced in 1969. Its main aim was to involve the students of the colleges and +2 levels on a voluntary and selective basis in programmes of social services and developmental activities. Gradually it was adopted by all the states and union territories. Today it covers more than 5000 colleges all over the country. Under this scheme, rural and slum reconstruction, repair of roads, school buildings, ponds, tanks, plantation of trees, environment protection, health and family planning and education of adults and women are undertaken. The NSS students aid local authorities in implementing various relief and rehabilitation schemes. In the times of natural calamities like famines, floods, droughts, epidemics and earthquakes volunteers helped by NSS students play a very positive and constructive role. It instills in them the spirit of social service and the sense of responsibility. The tribal youth are given vocational training under a special scheme to enable them to become self- employed. Then, there are youth hostels set up all over the country to provide cheap accommodation to the youth to inspire them into undertaking educational tours and excursions to visit the cultural and historic sites to revisit our glorious past. 446 Nehru Yuvak Kendra's strewn around the country provide vocational training to non-student rural youth and improve their personality. 'Bharat Scouts and Guides' and 'All India Boy Scouts Association' are teaching Indian youth the importance of loyalty and goodwill for others under the international scouting and guiding movement.

Questions:

- a. What is the Indian youth accused of?
- b. What scheme was introduced to involve students in social service and developmental activities?
- c. What works are undertaken under this scheme?

- d. For what purpose youth hostels with cheap accommodation are set up?
- e. Give an appropriate title to the passage.

SECTION-C

- 6. Draft a technical proposal for a new language lab.
- 7. Draft your resume.
- 8. What is the purpose of organizing a conference? Explain the important steps involved in preparing for a conference.
- 9. Discuss in detail, how one can overcome the anxiety in interviews. What are the essential points that one should remember while appearing for an interview?

NOTE : Disclosure of Identity by writing Mobile No. or Marking of passing request on any paper of Answer Sheet will lead to UMC against the Student.