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**GIET UNIVERSITY, GUNUPUR – 765022**  
**B. C. A (First Semester) Examinations, March' 2023**  
**BCA20101- English for Technical Communication**

Time: 3 hrs

Maximum: 70 Marks

**The figures in the right hand margin indicate marks.**

**PART – A: (Multiple Choice Questions) (1 x 10 = 10 Marks)**

<u>Q. 1 Answer ALL questions</u>	CO #	Blooms Level
a. Talking to one or more than one person is_____ communication. (i) Extrapersonal (ii) Interpersonal (iii) Intrapersonal (iv) Mass	CO1	K2
b. The response to a sender's message is known as_____. (i) Noise (ii) Feedback (iii) Pollution (iv) Telephone	CO1	K1
c. The person who transmits the message is called as ____ . (i) Sender (ii) Receiver (iii) Business Man (iv) Doctor	CO1	K1
d. In SWOT Analysis, O stands for_____. (i) Opportunity (ii) Opening (iii) Optimist (iv) Obedient	CO2	K1
e. A list or outline of things to be considered or done is_____. (i) Agenda (ii) Memorandum (iii) Minutes (iv) Letter	CO2	K1
f. Which one of the following is not a skill of effective presentation? (i) Effective communication (ii) Confidence (iii) Active Listening (iv) Gossip	CO2	K1
g. The Final version of writing, usually after a lot of editing and rewriting is known as_____. (i) First Draft (ii) Final Draft (iii) CV (iv) Letter	CO3	K2
h. _____ is a list or outline of things to be considered or done. (i) Minutes (ii) Agenda (iii) Circular (iv) Memorandum	CO3	K1
i. Empathetic Listening means_____. (i) When you try to understand the feelings of other person while listening (ii) when you listen to give feedback (iii) When you ignore someone while listening (iv) When you listen to reply only	CO4	K2
j. SQ3R Technique is used in _____. (i) Technical reading (ii) Report writing (iii) Proposal Writing (iv) Letter writing	CO4	K1

**PART – B: (Short Answer Questions) (2 x 10 = 20 Marks)**

<u>Q.2. Answer ALL questions</u>	CO #	Blooms Level
a. Depict Written communication.	CO1	K1
b. Define the term 'Barrier'.	CO1	K2
c. Give some instances of Verbal Communication.	CO1	K1
d. Define the term Etiquette.	CO2	K1
e. Write a short note on SWOT Analysis.	CO2	K1
f. Enlist few Do's of Personal Interview.	CO2	K1
g. What is the meaning of Complimentary Closing?	CO3	K1
h. What is Proposal Writing?	CO3	K2
i. Briefly define Précis.	CO4	K1
j. How noise can be a barrier in communication? Explain.	CO4	K2

**PART – C: (Long Answer Questions) (10 x 4 = 40 Marks)**

<u>Answer ALL questions</u>	Marks	CO #	Blooms Level
3.a. What is the importance of effective communication at work place?	5	CO1	K1

b.	Expound the difference between oral and written communication.	5	CO1	K1
	(OR)			
c.	Write a note on psychological barrier.	5	CO1	K1
d.	Write a note on Cultural barrier.	5	CO1	K1
4.a.	What is the importance of Etiquette in our life?	5	CO2	K1
b.	What are the types of interview?	5	CO2	K1
	(OR)			
c.	What are the Do's and Dont's of Interview?	5	CO2	K2
d.	Define GD and discuss its protocol.	5	CO2	K1
5.a.	Apply for a job related to your field attaching your Resume related to IT sector. Add all necessary details.	5	CO3	K1
b.	Write a job application letter to GIET University for the position of an Assistant Professor in Computer Application.	5	CO3	K1
	(OR)			
c.	Write down the nature and significance of Proposal.	5	CO3	K1
d.	Write a complaint letter to Amazon company for receiving a damage product.	5	CO3	K1
6.a	Lucubrate Nonverbal Communication .	5	CO4	K1
b.	Write a note on Eye Contact and Gestures.	5	CO4	K1
	(OR)			
c.	Write a précis on the following paragraph.	5	CO4	K2
	The real implication of equal distribution is that each man shall have the wherewithal to supply all his natural needs and no more. e.g. if one man has a weak digestion and requires only a quarter of a pound of flour for his bread and another needs a pound, both should be in a position to satisfy their wants. To bring this ideal into being the entire social order has got to be reconstructed. A society based on non-violence cannot nurture any other ideal. We may not perhaps be able to realise the goal, but we must bear it in mind and work unceasingly to near it. To the same extent as we progress towards our goal we shall find contentment and happiness and to that extent too shall we have contributed towards the bringing into being of a non-violent society.			
	It is perfectly possible for an individual to adopt this way of life without having to wait for others to do so. And if an individual can observe a certain rule of conduct, it follows that a group of individuals can do likewise. It is necessary for me to emphasis the fact that no one need wait for anyone else in order to adopt a right course. Men generally hesitate to make a beginning if they feel that the objective cannot be had in its entirety. Such an attitude of mind is in reality a bar to progress. Now, let us consider how equal distribution can be brought about through non-violence. The first step towards it is for him who has made this ideal part of his being to bring about the necessary changes in his personal life. He would reduce his wants to a minimum, bearing in mind the poverty of India.			
d.	Make a note on the following paragraph using suitable abbreviations.	5	CO4	K2
	1. Well-being is not just the absence of disease or illness. It is a complex combination of a person's physical, mental, emotional and social health factors. Well-being is strongly linked to happiness and life satisfaction. In short, it could be described as how one feels about oneself and one's life. Every aspect of one's life influences the state of one's well-being. Researchers investigating happiness have found the following factors which enhance a person's well-being : network of close friends, enjoyable and fulfilling career, enough money, regular exercise, nutritious diet, sufficient sleep, fun hobbies and leisure pursuits, healthy self-esteem, optimistic outlook and so on.			
	2. The factors that influence one's well-being are interrelated. For example, a job provides not just money but purpose, goals, friendships and a sense of belonging. Some factors also make up for the lack of others; for example, a good marriage can compensate for a lack of friendship, while religious beliefs may help a person to accept physical illness. Money is linked to well-being, because having enough money improves living conditions and increases social status. But various international studies have shown that it is the quality of our personal relationships, not the size of our bank balance, which has the greatest effect on our state of well-being. Believing that money is the key to happiness can also harm a person's well-being.			

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