

**Model Paper – 2**  
**Hi-Tech Institute of Engineering & Technology**  
**B.C.A. Examination**  
**(Semester-1st) Odd Semester**  
**Business Communication**  
**(BCA-105)**

**Time: 3 Hours**

**Maximum Marks: 75**

**Faculty Name:** Ms. Jully yadav

**Note:** Attempt questions from all sections as per instructions.

**Section – A**

**Note:** Attempt all questions.

5 x 3 = 15

1. How self-development contribute to effective communication?
2. State the difference between grapevine and rumor.
3. What is Tele conferencing? State the advantages of Tele conferencing.
4. List out the principles of good listening.
5. What is statutory report?

**Section – B**

**Note:** Attempt any two questions.

2 x 7.5 = 15

6. Prepare a specimen of chairman's speech of company.
7. "Kinesics plays an important role in communication". Discuss this statement.
8. Elaborate the seven Cs of communication required to make if affective.

**Section – C**

**Note:** Attempt any three questions.

3 x 15 = 45

9. What do you mean by effective listening? Describe in brief the main principles of effective listening.
10. Define the term feedback. Explain its process, method and guidelines to make effective feedback.
11. What do you mean by internet? What are its uses? Also write the barriers in its way.
12. "Communication is the life blood of business". Explain it and discuss why communication is so important of organization.
13. Explain in brief the difference between Businesses.