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First Year First Semester M. C. A. (CGS) Examination

COMMUNICATION SKILLS

Paper - 1 MCA 5

(USC - 15505)

P. Pages : 5

Time : Three Hours]

[Max. Marks : 80

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- Note : (1) All questions carry marks as stated.
(2) All questions are compulsory.

1. Read the following passage and answer the questions given below :—

Many of the poor young lads who until not too long ago used to sell such odd items as 'agarbattis and wiper dusters at New Delhi's many traffic intersections have now shifted to selling small contraptions to be put on the nose in order to reduce the intake of smoke emitted by the vehicles. This, in a sense, must be a sign of the things to come in this over crowded metropolis.

The air pollution in Delhi are the worst at traffic light crossing. It is not only due to increasing number of vehicles in the city, but also because the drivers keep the engine running even while waiting for the lights to change. This is an unnecessary generation of air pollution and an avoidable wastage of precious fuel. It is typical of the drivers in the Capital that they are ever to advance even by a couple of inches while waiting for a traffic jam to get sorted.

In fact, It should be the job of the traffic police to direct the waiting vehicles in different streams to switch off the engines for only one stream can have right to way at a time. Some of the drivers even make the rush hour traffic snarls worse by their habit of forward inching. The attendants at petrol stations often in a tearing hurry to move with their dripping hoze nozzles from one vehicle to another are yet another source of fuel wastage. But who cares so long as it is the customers who pays.

- (a) The poor young lads are selling pollution masks because.
(i) Nobody buys agarbattis any longer.

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(ii) Wiper duster are costly.

(iii) Pollution has increased a lot.

(iv) It is very important from health point of view. 1

(b) Air pollution is worst at traffic lights because of the

(i) Increasing number of vehicles.

(ii) Running engines at red lights.

(iii) Habit of inching forward.

(iv) All of the above reasons. 1

(c) The selling of pollution masks proves that Delhi is -

(i) An overcrowded city.

(ii) Unsafe to live in.

(iii) One of the most polluted cities in the world.

(iv) A city where people are very health conscious. 1

(d) The attendants at petrol station cause fuel wastage by

(i) Running from one vehicle to another.

(ii) Quickly changing the hoze nozzle from one vehicle to another.

(iii) Dripping the fuel.

(iv) Moving with their dripping hoze nozzle from vehicle to vehicle. 1

(e) The author especially refers to cross roads because -

(i) These do not matter in other places.

(ii) These are the worst polluted.

(iii) These have the maximum traffic jams.

(iv) These are the most crowded. 1

Choose the word from passage closest in meaning to :

(f) Capital.

- (g) Strange looking apparatus OR device.
- (h) To spend uselessly OR without need
- (i) To shun.
- (j) To growl angrily. 5
- (k) Summarize the passage and suggest a suitable title. 5

2. (a) Choose correct alternative out of the four :—

(a) I hope I can — — — — — my uncle to lend me his car for the week end.

- (i) Order (ii) Exploit
(iii) Authorize (iv) Persuade

(b) Good restaurants serving pure vegetarian food are very hard to - - - - -

- (i) Find (ii) Notice
(iii) Fix (iv) Mark

(c) I always like to eat - - - - - food.

- (i) This kind (ii) These kinds
(iii) This kinds (iv) Those kind

(d) The game had - - - — - - - begun when it started raining.

- (i) Marginally (ii) Unusually
(iii) Hardly (iv) No sooner

(e) No weapon ever invented is more - - - - - the hunger.

- (i) Desperate (ii) Disruptive
(iii) Deceptive (iv) Deadly

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(B) Correct the following sentences :—

(p) Neither her husband nor her brother were able to help her work.

(q) When I shall see him, I shall tell him that you had called.

- (r) None of my friends are applying for this job.
- (s) Our mathematics teacher often emphasise on the need for a lot of practice.
- (t) The boys returned home after tiring day. 5

3. (a) Explain importance of communication and its process.

OR

Explain the 'barriers' which hinder the communication. 7

(b) Explain how we can remove barriers to communication.

OR

How will you organize a text ? Explain. 6

4. (a) Explain the structure of a technical report in detail. What purpose does a report serve.

OR

Is advertising a wasteful expenditure ? What are different media for advertising ? 8

(b) Explain in short :—

(i) Bar graph.

(ii) Scatter graph.

OR

(iii) Pie graph

(iv) Surface graph. 4

5. (a) Write a letter to supplier for purchase of zerox machines for your Company.

OR

Write a letter to mobile company for warranty repair of mobile bought by you being faulty. 6

- (b) Explain the purpose of Group Discussion. Discuss the do's and don'ts while participating in Group Discussion.

OR

Explain how will you conduct a meeting and record the minutes of meeting. 6

6. (a) Explain any two :—

- (i) Cliche.
- (ii) Jargon.
- (iii) Redundancy.

OR

How will you prepare for personal interview at Software Company ? 6

- (b) What is importance of Body Language in public speaking ?

OR

What is formal and informal style of Communication ? 7

