

S.D.E.
B.C.A. (2004 Course Sem- VI : WINTER - 2018
SUBJECT : COMMUNICATION AND PERSONALITY DEVELOPMENT

Day : Saturday
Date : 01/12/2018

Time : 10.00 AM TO 1.00 PM
Max. Marks : 80

W-2018-4532

N.B.

- 1) Attempt **ANY FIVE** questions from Section – I and **ANY TWO** question from Section – II.
- 2) Figures to the **RIGHT** indicate **FULL** marks.
- 3) Answer to both the sections should be written in **SEPARATE** answer book.

SECTION – I

- Q.1** Define communication. List out types and forms of communication. **(10)**
- Q.2** Describe psychological barriers with suitable examples. **(10)**
- Q.3** Discuss the advantages and disadvantages of electronic media in communication. **(10)**
- Q.4** Explain the preparation to be done for effective negotiation. **(10)**
- Q.5** What is meant by ‘etiquette and manners’? Highlight their importance at work place. **(10)**
- Q.6** Explain Seven Habits of Effective People. **(10)**
- Q.7** Write short notes on **ANY TWO** of the following : **(10)**
- i) e-mail communication
 - ii) Meaning of personality
 - iii) Motivation

SECTION – II

- Q.8** ‘Personality is the sum total of physical and mental abilities.’ – Justify. **(15)**
- Q.9** Your colleague is found to be suffering from stress-related hyper-tension. Explain to him different ways to manage stress. **(15)**
- Q.10** Write a note to the administrative staff in your office, giving them detailed guidelines to be followed in telephonic communication. **(15)**

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