

S.D.E.

M.C.A. Sem - III : WINTER - 2018

SUBJECT: COMMUNICATION AND ORGANIZATIONAL BEHAVIOUR

Day: Friday
Date: 07/12/2018

W-2018-4804

Time: 10.00 AM TO 1.00 PM
Marks: 80

N.B.:

- 1) Attempt any **FIVE** questions from Section –I and any **TWO** questions 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** State the barriers of communication. (10)
- Q.2** What is verbal communication? What are the differences between verbal and non verbal communication? (10)
- Q.3** Prepare a presentation for your subordinates highlighting their roles and responsibilities in the coming performance Quarter. (10)
- Q.4** What is group? Explain the steps of group development and advantages of group decision making. (10)
- Q.5** Write short notes on: (Any **TWO**) (10)
- a) Report writing
 - b) Motivation
 - c) Transaction analysis
 - d) Telephone communication
- Q.6** What is personality? Discuss its importance in an organization. (10)
- Q.7** Define motivation and its application in an organization. (10)

SECTION-II

- Q.8** Your sales team has not reached the target of this quarter; prepare a feedback report to address your sales team. (15)
- Q.9** In first and second quarter of this year, sales team has not achieved target, submit a report to your MD stating the reasons for non performance. (15)
- Q.10** You have to make a presentation for requirement of technical material for a national event, List out the details and cost that you are required to get sanctioned from your higher authority. (15)

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