

S.D.E.

B.C.A. (2004 COURSE SEM- VI : WINTER - 2017
SUBJECT: COMMUNICATION AND PERSONALITY DEVELOPMENT

Day: **Friday**
Date: **15/12/2017**

Time: **02.00 PM TO 05.00 PM**
Max Marks: 80

W-2017-4179

N.B.

- 1) Answer **ANY FIVE** questions from section – **I** and **ANY TWO** from section - **II**.
 - 2) Answer to both the **SECTION** should be written in **SEPARATE** answer books.
 - 3) Figures to the right indicate **FULL** marks.
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SECTION – I

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|------------|--|-------------|
| Q.1 | Define and explain the Process of Communication. | (10) |
| Q.2 | Discuss the Importance of non- verbal communications in an IT industry. | (10) |
| Q.3 | What is Interpersonal Communication? “Without Proper interpersonal communication we cannot face interviews successfully”. Critically examine the above statement | (10) |
| Q.4 | What are the barriers for listening and how these could be overcome? | (10) |
| Q.5 | Explain Manners and Etiquettes in details. | (10) |
| Q.6 | Define personality .Explain the determinants of a personality. | (10) |
| Q.7 | Write Short Note on Any two :-
a) Negative Attitude.
b) Emotional Intelligence.
c) Stress Management. | (10) |

SECTION - II

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|-------------|---|-------------|
| Q.8 | What is the significance of letter writing in present business environment? | (15) |
| Q.9 | Issue a Public notice on behalf of the Union Bank of India for shifting their Registered Office to another location, imagine details. | (15) |
| Q.10 | Explain seven habits of Effective People. | (15) |
