

Roll No.

BCA-202(O)

**B. C. A. (Second Semester)
EXAMINATION, May, 2012**

(Old Course)

Paper Second

**TECHNICAL DOCUMENTATION AND
COMMUNICATION SKILLS**

Time : Three Hours]

[Maximum Marks : 75

Note : Section A is compulsory. Attempt *seven* questions out of ten questions from Section B and *one* question from Section C.

Section – A

10 each

Note : Both questions carry equal marks.

- (a) Arrange the place (sequence) of the following elements in a report :
- (i) Summary
 - (ii) Introduction
 - (iii) Objectives
 - (iv) Table of contents
 - (v) Recommendations
 - (vi) Appendices

P. T. O.

- (b) Which communication method would you use in each of the following situations ?
- (i) Congratulating an employee on passing departmental promotion test.
 - (ii) Putting forward an application to change a company policy.
 - (iii) Informing employees about an annual dinner.
 - (iv) Displaying the past five years sales figures.
2. (a) Correct the following sentences :
- (i) I did not see him for a long time.
 - (ii) This book is very heavy for you to lift.
- (b) Fill in the blanks :
- (i) This is the boy book was stolen yesterday.
 - (ii) They have to blame for their mistakes.
- (c) What do the following abbreviations stand for ?
- (i) avg
 - (ii) temp
- (d) Rewrite the following sentences in the passive voice :
- (i) I have kept my promise
 - (ii) She has not stolen my book.

Section – B

5 each

Note : All questions carry equal marks.

1. What are the basic forms of communication ? Discuss them with their merits and limitations.
2. What are the main barriers in communication ? How do we cross those barriers ?

5. Explain report. What are the characteristics of a good report ?
6. What is a business proposal ? What factors should be considered for writing a proposal ?
7. What role does the subject matter play in oral presentation ?
8. Why do business organization ? Give importance to written communication.
9. What is the difference between of the following ?
 - (a) Circular and order
 - (b) Memo and letter
10. Change the following sentences into indirect speech :
 - (i) He said to me, "I cannot help you in this month".
 - (ii) Our teacher said, "The earth moves round the sun".
 - (iii) She said, "My brother was reading a novel while I was writing a letter."
 - (iv) She said, "I am not well".
 - (v) The teacher said to Rahul, "Stand-up on the bench."
11. Convert the following sentences as indicated in brackets :
 - (i) You will not be going to Agra today.
(Interrogative Negative)
 - (ii) Will you do your work ? (Negative)
 - (iii) Had he been sleeping since 6 o'clock ? (Affirmative)
 - (iv) He was not drinking milk. (Interrogative)
 - (v) Ramesh has been sleeping since 2 p. m.
(Interrogative Negative)

12. Complete the following sentences by filling in the blanks with the predicate parts given in brackets :

- (i) Your brother (again/failed/has)
- (ii) I..... (out/find/will/the/truth)
- (iii) Ankita..... (coming/the/school/home/is/from)
- (iv) A crow (bird/clever/is/a)
- (v) My father (new/bought/a/car)

Section – C

20 each

Note : All questions carry equal marks.

- 13. (a) Write down three important characteristics of written communication that you would like to achieve in your letters and memos. 10
- (b) “Our policy is always refuse such requests. We are sorry, your request, therefore is refused”. Comment on the sentence. 10
- 14. Write a formal report as a marketing manager to your company’s Vice President (Marketing) on the reasons you have investigated for the sudden fall in demand for your product. You can assume the place, company and the product. 20
- 15. (a) Indicate the new trends in organizational communication due to socio-technological changes and developments. 10
- (b) You are a manager of a company engaged in counter services. Your office is about to be shifted to a new location. Write a letter to your clients informing them of the change of address and contact numbers. 10