

Total number of printed pages-7

44 (1) BCA-ENG-AE-1014

2022

(Held in 2023)

ENGLISH COMMUNICATION

Paper : BCA-ENG-AE-1014

Full Marks : 80

Time : Three hours

The figures in the margin indicate full marks for the questions.

UNIT-I

1. Answer **any five** of the following : $2 \times 5 = 10$
 - (i) Write *two* advantages and *two* disadvantages of informal communication.
 - (ii) What is cross-cultural communication ? Write *two* importances of cross-cultural communication.
 - (iii) Do you think feedback is an essential part of the communication process ? Discuss.
 - (iv) What is semantic barrier ? Give examples.

Contd.

(v) Explain upward and downward communication.

(vi) Define communication network. How does a communication network affect the performance of a group ?

2. Define communication on the basis of way of expression. Give *three* advantages of oral communication over written communication.

2+3=5

UNIT-II

3. (i) Use the correct form of the verbs in brackets : *(any five)* 1×5=5

(a) To hate man (be) the biggest sin.

(b) The referee blew the whistle and the match (begin).

(c) The First World War (last) for four years and ended in 1918.

(d) I will speak to him when he (come).

(e) If I were you, I (not do) it.

(f) These days cricket (play) everywhere.

(ii) Fill in the blanks with appropriate articles : **(any five)** $1 \times 5 = 5$

(a) He will come back in _____ hour.

(b) I will give you _____ useful hint.

(c) My brother is _____ NCC cadet.

(d) Don't hate _____ poor.

(e) Switzerland is _____ European country.

(f) She has read _____ best book in the library.

(iii) Fill in the blanks with appropriate prepositions : **(any five)** $1 \times 5 = 5$

(a) He is blind _____ the faults of his son.

(b) The students are sitting _____ their desks.

(c) I made _____ home as soon as the rain stopped.

(d) The little girl was pleased _____ her new dress.

(e) I congratulate you _____ your success.

(f) A true friend will always stand
_____ you in difficult times.

(iv) Make sentences to illustrate the use
of the following phrases : **(any five)**

1×5=5

(a) Call on

(b) Get over

(c) Take for

(d) Hold on

(e) Bring out

(f) Set out

(v) Identify nouns and adjectives in the
following passage :

$\frac{1}{2} \times 6 = 3$

A little boy once stole a book and brought it to his mother. The mother sold the book for ten rupees and gave him two rupees as a reward. The boy was happy. But for this conduct of his mother, the boy became a thief when he grew up.

(vi) Punctuate the following : (**any two**)

1×2=2

(a) the king is dead he announced

(b) i made some money yesterday he explained now you will be paid regularly

(c) have you been to bombay he asked yes i replied

(vii) Write a paragraph on **any one** of the following topics : 6

(a) Social media and the youth

(b) WhatsApp

(c) E-mail

UNIT-III

4. Answer **any five** of the following : 3×5=15

(i) Discuss the purpose of group discussion.

(ii) Write the differences between hearing and listening.

(iii) What are the effectiveness of listening skills ?

- (iv) Distinguish between an interview and a group discussion.
- (v) Write three guidelines for speaking skills.
- (vi) Mention *three* demerits of oral communication skills.
5. Define business report. Write the principles of drafting a business report. $1+4=5$

UNIT-IV

6. Answer the following : *(any two)* $7 \times 2 = 14$
- (i) Assume yourself to be the distributor of electronics accessories of Samsung. One of your customers' television set is not functioning for which he made a complaint. Write a confirmation letter by stating that you have accepted the complaint.
- (ii) Assume yourself to be the owner of a bookstall at Panbazaar, Guwahati, who ordered some books from the publishing house. Write an enquiry letter by asking them whether your ordered books have been dispatched or not.

(iii) Assume yourself to be the Librarian of Wisdom Public School, Guwahati. Write a letter to the Sales Manager of Bharat Publishers limited, New Delhi, complaining about the supply of wrong books to you.
