

Roll No. 

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Total No. of Pages : 02

Total No. of Questions : 09

**PGDCA (2018 Batch) (Sem.-1)**  
**COMMUNICATION AND SOFT SKILLS**  
Subject Code : PDCA-105  
M.Code : 50505

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

**SECTION-A****1. Answer briefly :**

- a) Define Verbal Communication.
- b) What is meant by Technical Communication?
- c) Define Communication.
- d) Name any two functions of Communication.
- e) What is meant by imaginative paragraph writing?
- f) Name any two examples of formal letters.
- g) Comment on Extempore.
- h) What is meant by instruction manual?
- i) Differentiate between Report and Thesis.
- j) Why are indexes important? Comment.

### SECTION-B

2. Explain external and internal functions of communication.
3. Discuss in detail the various types of barriers to communication.
4. Explain the format for formal letters by taking suitable examples.
5. What are interviews? Explain.
6. Write the different steps for creating a Dissertation.

### SECTION-C

7. Explain the following in detail :
  - a) Technical Reports
  - b) Creating Indexes
8.
  - a) Explain the seven C's of Communication.
  - b) Differentiate Meetings and Conferences.
9. Discuss the following concepts by taking suitable examples :
  - a) Precise Writing
  - b) Non Verbal Communication

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**