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| **SESSION** | **JUL/AUG 2021** |
| **PROGRAM** | **MASTER OF COMPUTER APPLICATIONS (MCA)** |
| **SEMESTER** | **II** |
| **COURSE CODE & NAME** | **DCA6205 – COMMUNICATION SKILLS** |

**SET – I**

**Q1. Discuss any four barriers to communication and substantiate your answer with one example for each. (2.5x4)**

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**Ans:**

**Barriers to Effective Communication:** At each stage in the process of communication – encoding, transferring, and decoding, there is the possibility of interference. This may hinder the communication process. Such interference is known as ‘noise.’ Often, a comparison is made between communication and a leaky bucket. If you carry water in a leaky bucket, you will lose water at various points in your journey from the water tap to your

**Q2. Elaborate upon the significance and purpose of reading for a graduate of Computer Applications. 5+5 10**

**Ans:**

**Significance of reading for a graduate of Computer Applications:**

* **Self-esteem is the ability to believe in yourself:** This may be the most crucial aspect of all. Students gain ground in the categories listed below the sooner they establish reading abilities. This gives individuals more confidence in how they talk and write, as well as the certainty of a larger knowledge foundation.
* **Concentration Enhancement:** Reading and student literacy are emphasised, which aids in the development of greater

**Q3. What are the qualities of a business letter? Discuss its various types. 4+6 10**

**Ans:**

**The following are some qualities of a good business letters:**

Simple and unambiguous language must be utilised during the communication process. The meaning of a term is unclear when it is unfamiliar.