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| **SESSION** | **JUL/AUG 2021** |
| **PROGRAM** | **BCA** |
| **SEMESTER** | **II** |
| **COURSE CODE & NAME** | **DCA1204 – COMMUNICATION SKILLS** |

**SET – I**

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

**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 destination

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**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.

**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.

* **Integrity and sincerity: -** To generate a sense of sincerity in the recipient, messages and information must be interwoven.
* **Time: -** The

**SET 2**

**4. a. What are the characteristics of personality?**

**Answer:**

**Personality Characteristics in Organizations**

Managers should learn as much as possible about personality in order to understand their employees. Hundreds of personality characteristics have been identified. We have selected eight characteristics because of their particular influences on individual behaviour in organizations.

They are:

**b. What determines the development of personality?**

**Answer:**

**That Determine our Attitude**

Are we born with attitudes or do we develop them as we mature? What are the factors that form our attitudes?

If you have a negative outlook on life because of your environment, can you change your attitude? Most of our attitude is shaped during our formative years.

There

**5. a. What are the general principles of time management?**

**Answer:**

As a student, there are some basic Principles of Time Management that you can apply.

* **Identify "Best Time" for Studying:** Everyone has high and low periods of attention and concentration. Are

**6. Discuss the role and functions of an effective leader?**

**Answer:**

**Role & Functions of a Good Leader**

The overall aim of a leader is to achieve the task with the help of his group. To meet the overall aim, the leader has three main objectives :