

06391

**MCA (Revised)**  
**Term-End Examination**  
**December, 2011**

**MCS-015 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Marks : 50*

*Note : Answer all the questions.*

1. Read the following passage and answer the questions given after it. 10

Is meaning conveyed only by the words we use ? Or, is part of the message conveyed through tone, volume, posture, eye contact and facial expression ?

A study states that only 7 per cent of human communication occurs through language, 38 per cent is conveyed through 'voice' and tone; and 55 per cent is conveyed through body language. This has interesting implications for language learning because different societies differ in the ways in which they use these forms of communication.

Among farming communities speaking loudly is acceptable behaviour. People call out to each other loudly and thump each other on the back on happy occasions or when they are among equals. People in the West, however, use more subdued tones and gestures.

Similarly, notions of public and private spaces also differ. Europeans dislike touching the body above the forearm but Arabs greet each other with a warm embrace. In Eastern cultures, touch is associated with warmth, comfort and empathy. However, since touch is also associated with intimacy, there are restrictions imposed by tradition as to who should touch whom, when and in what circumstances.

Furthermore, a given communication function may be fulfilled verbally in one society. In another, there may be no verbal means available, and the function is fulfilled by a gesture or a facial expression. Depending on need, motivation and exposure, learners pick up these aspects of culture and language as they proceed.

- (a) How is meaning conveyed ? Discuss. 2
- (b) How do people in rural areas communicate with each other ? Is it different from the way people communicate in urban areas ? You can give examples from your own experience. 2
- (c) How do the ideas of public and private spaces differ in eastern and western cultures ? 2
- (d) Which kind of learners pick up the different aspects of culture and language quickly ? 2
- (e) Suggest a suitable title for the above passage. 2

2. Fill in the blanks choosing the most suitable phrasal verbs from those given below. 5x1=5

Give up, go over, turn down, set off, put up with, broke - up.

- (a) Let us \_\_\_\_\_ the grammar section once more before the test.
- (b) If you really want to lose weight, you need to \_\_\_\_\_ eating desserts.
- (c) We \_\_\_\_\_ at six in the morning to drive to the coast.
- (d) I had to \_\_\_\_\_ her offer of a job. The salary was just not good enough.
- (e) Look Ramesh, I have \_\_\_\_\_ your bad behaviour long enough.
3. Write down the text of a group discussions among four friends about the great performance of Indian sportspersons in the recently concluded commonwealth games and whether sports should be given precedence over academics. 10
4. You are Rashi Mathur, Branch Manager of a reputed bank in New Delhi. Draft a memo to be sent to all the staff of the bank asking for their suggestions on how to provide more facilities to the customers so that they may find the experience of banking pleasant. 10

5. Write a letter of application along with your Curriculum Vitae (CV) for the job of a computer operator in response to the following advertisement : 15

Position : Computer Operator.

Job Profile : Handling Databases, entry of information/records.

Skills : Diploma in Computers, Good Typing speed (100 words per minute) flexibility to work in shifts.

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