

Dr. Babasaheb Ambedkar Open University
Term End Examination February – 2026

Course	: BCA	Date	: 01-March-2026
Subject Code	: BCAAE-105/ BCOAL-105	Time	: 11:30am to 01:45pm
Subject Name	: Communication Skill-I	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three) (30)

1. Write a detailed note on eight essential components of communication.
2. Write a detailed note on responsibilities and ethics as a communicator.
3. Write a detailed note on principles of verbal communication.
4. Write a detailed note on language as an obstacle to communication and how to improve verbal communication.
5. Write a detailed note on importance of self-understanding and knowing your audience for communication.

Section B

Answer the following (Attempt Any Four) (20)

1. Principles of nonverbal communication.
2. Types of nonverbal communication.
3. The 9 cognate strategies.
4. Methods of presentation delivery.
5. Write a detailed note on perception.
6. Ethics in Communication.

Section C

Part – A (Multiple Choice Questions) (10)

- 1 What is communication?
A) Sending messages only
B) Understanding and sharing meaning
C) Writing letters
D) Speaking formally
- 2 Language is defined as:
A) A tool for writing
B) A system of symbols used to communicate meaning
C) Only spoken words
D) Grammar rules
- 3 Which of the following is NOT a component of communication?
A) Source
B) Channel
C) Salary
D) Feedback

- 4 The triangle of meaning includes:
 - A) Word, grammar, sentence
 - B) Thought, symbol, referent
 - C) Speaker, listener, noise
 - D) Message, channel, feedback
- 5 Encoding refers to:
 - A) Interpreting a message
 - B) Sending feedback
 - C) Turning thoughts into communication
 - D) Ignoring noise
- 6 Which message type is unintentional?
 - A) Primary message
 - B) Secondary message
 - C) Auxiliary message
 - D) Formal message
- 7 Interference in communication means:
 - A) Clear understanding
 - B) Feedback
 - C) Anything that blocks meaning
 - D) Channel selection
- 8 Which rule governs the order of words?
 - A) Semantic
 - B) Contextual
 - C) Syntactic
 - D) Logical
- 9 Intrapersonal communication refers to:
 - A) Group discussion
 - B) Self-talk
 - C) Public speaking
 - D) Written communication
- 10 Denotative meaning refers to:
 - A) Emotional meaning
 - B) Dictionary meaning
 - C) Cultural meaning
 - D) Hidden meaning

Part – B (Do as Directed)

(10)

Select the Appropriate Option by choosing True or False

- 1 Communication is only about speaking.
- 2 Words have fixed meanings independent of people.
- 3 Feedback is sent from receiver to source.
- 4 Language can lead to miscommunication.
- 5 Context has no effect on communication.
- 6 Auxiliary messages include gestures and tone.
- 7 Interpersonal communication involves only one person.

- 8 Semantic rules govern meaning of words.
- 9 Communication skills are not important in professional life.
- 10 Language is always concrete and never abstract.
