

Dr. Babasaheb Ambedkar Open University
Term End Examination February – 2025

Course	: BCA	Date	: 17-Feb-2026
Subject Code	: BCAAEE-205 / BCOAL-205	Time	: 03:00pm to 05:15pm
Subject Name	: Communication Skill-II	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three) (30)

1. Explain various approaches to effectively address and resolve conflicts in the workplace that arise from performance evaluations and critical feedback.
2. Discuss the International Communication and the Global Marketplace in detail.
3. Describe Leadership Styles and their effect on followers.
4. Discuss how digital and online media are more personal and social than traditional media.
5. Identify and discuss effective methods for utilizing digital communication in a professional business context.

Section B

Answer the following (Attempt Any Four) (20)

1. Explain how communication can be used as a tool to solve problems in the workplace. Give examples to support your answer.
2. Explain the concept of reader-centric writing. Why is it important in professional communication?
3. Explain the importance of using project management tools in team-based work. Provide examples of commonly used tools.
4. Describe key strategies for managing time, resources, and responsibilities in a team project.
5. What are the Conventions and Characteristics of Technical Writing?
6. Define workplace Conflict and explain its common causes. Provide examples.

Section C

Part – A (Multiple Choice Questions)

(10)

1. What is the primary goal of intercultural communication?

A To avoid communication with other cultures	B To promote understanding and effective interaction between people from different cultures
C To teach one culture to dominate others	D To eliminate cultural differences

- 2 Which of the following is considered a common cultural characteristic?
- A Power distance variations
 - B Shared language and symbols
 - C Individualism vs. collectivism
 - D High-context vs. low-context communication
- 3 Which of the following best represents a divergent cultural characteristic?
- A Preference for spicy food
 - B Use of formal greetings
 - C Celebration of national holidays
 - D High-context vs. low-context communication styles
- 4 In international business communication, what is a key challenge when interacting across cultures?
- A Using the same language
 - B Understanding different time zones
 - C Interpreting non-verbal cues and cultural norms
 - D Choosing the right font for emails
- 5 What defines a group in an organizational context?
- A Employees from different departments with no interaction
 - B A random collection of individuals
 - C Individuals who interact and share a common goal
 - D People working independently on separate tasks
- 6 Which of the following correctly represents the stages of group development?
- A Beginning, Middle, End
 - B Forming, Storming, Norming, Performing, Adjourning
 - C Initiating, Planning, Executing, Closing
 - D Creating, Collaborating, Evaluating
- 7 Which member role is responsible for maintaining group focus and managing time?
- A Encourager
 - B Gatekeeper
 - C Follower
 - D Timekeeper
- 8 What is the first step in effective group problem solving?
- A Evaluating solutions
 - B Implementing the solution
 - C Identifying the problem
 - D Assigning roles
- 9 Which leadership style promotes shared decision-making and team participation?
- A Autocratic
 - B Laissez-faire
 - C Democratic
 - D Transactional
- 10 What is the role of a 'Gatekeeper' in group communication?
- A To take notes during meetings
 - B To manage time and deadlines
 - C To lead the group discussion
 - D To control the flow of information and encourage participation

Part – B (Do as Directed)

(10)

Select the Appropriate Option by choosing True or False

- 1 A group is defined as a random collection of individuals with no shared goals.
- 2 The 'Forming' stage in group development involves members getting to know each other and establishing initial roles.
- 3 Groupthink is a helpful strategy for solving problems because it encourages diverse opinions.
- 4 Democratic leadership encourages team participation and shared decision-making.
- 5 The 'Adjourning' stage in group development occurs when the group begins to perform tasks efficiently.
- 6 Intrapersonal skills involve understanding and regulating one's own emotions.
- 7 Intrapersonal communication happens between two or more people.
- 8 Self-reflection is an important part of intrapersonal skills.
- 9 Effective teamwork often leads to improved innovation and problem-solving.
- 10 Self-concept never changes throughout life.
