

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

Course	: BCA(DES) GRAPHICS	Date	: 12/02/2026
Subject Code	: BCA(DES)-201	Time	: 03:00 pm 05:15 pm
Subject Name	: Communication Skills	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three) (30)

1. Explain various types of Communication in detail.
2. What is Pronoun? Explain various parts of Pronoun with sufficient examples.
3. What is Paragraph? Discuss various essentials of developing a Paragraph.
4. Draft a letter of inquiry asking for quotations to purchase laptops for your company.
5. What is Video Conferencing? Discuss various types of Video Conferencing in detail.

Section B

Answer the following (Attempt any four) (20)

1. Types of Listening
2. Tips for improving Comprehension Skills
3. Punctuation
4. Evaluation Paragraph
5. Lay-out of Business Letter
6. Telex

Section C

Part – A (Multiple Choice Questions) (10)

- 1 The process of communication starts with a _____, the person who has an idea and wants to convey.
A Sender B Receiver
C Media D None of these
- 2 _____ is communication in the organization which starts from higher authority to lower authority.
A Downward Communication B Upward Communication
C Diagonal Communication D Grapevine Communication
- 3 The word Communication is derived from the _____ word 'communis' meaning 'Common'.
A Greek B Hindi
C Latin D English
- 4 Noise is quite often considered a _____ barrier to communication.
A Cultural B Psycho-Sociological
C Semantic D Physical

- 5 When the listener listens something for enjoyment and pleasure such as songs, jokes, anecdotes, stories, it becomes _____.
 A Focused Listening B Comprehensive Listening
 C Superficial Listening D Appreciative Listening
- 6 A _____ is a word used to name a person, animal, place, thing, and abstract idea.
 A Noun B Pronoun
 C Adverb D Adjective
- 7 _____ is a word added to a sentence to convey emotion.
 A An interjection B A Preposition
 C An Adjective D A Pronoun
- 8 The _____ resume emphasizes on education and experience.
 A functional B chronological
 C hybrid D none of these
- 9 _____ gives the letter legal validity. It appears two spaces below the complimentary close.
 A Signature B Date
 C Subject D Heading
- 10 _____ is a computerized system for delivery and reception of telephone messages.
 A TELEX B FAX
 C Voice Mail D Word Processor

Part – B (Do as Directed)

(10)

- 1 The way or the medium of sending the message is called channel.
- 2 An informal channel of communication in an organization is called grapevine.
- 3 Time and distance cannot act as barriers to the smooth flow of communication.
- 4 An adverb modifies a noun or a pronoun by describing, identifying, or quantifying words.
- 5 You can use a Preposition to link words, phrases, and clauses.
- 6 A synonym is a word identical in sense and usage to another word.
- 7 There are only ten idioms in the English language.
- 8 Tone in writing is the attitude that the writer conveys to the reader.
- 9 The number of sentences a paragraph contains is not important.
- 10 The lay-out of business letters is made of three regular parts and a few occasional parts.
