

**Dr. Babasaheb Ambedkar Open University**  
**Term End Examination July – 2026**

|              |                          |            |                      |
|--------------|--------------------------|------------|----------------------|
| Course       | : BCA                    | Date       | : 10-07-2026         |
| Subject Code | : BCAAE-205 / BCOAL-205  | Time       | : 03:00pm to 04:00pm |
| Subject Name | : Communication Skill-II | Duration   | : 01 Hours           |
|              |                          | Max. Marks | : 35                 |

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**Q-1** Write a detailed note on Intrapersonal Communication. **10**

**OR**

Write a detail note on Interpersonal needs.

**Q-2** Elaborately discuss the conflicts in work environment. **10**

**OR**

Explain the significance of teamwork and communication in technical writing projects.

**Q-3 Write Short notes: (Any Two)** **10**

1. Common symbols, boundaries, status, language, Rituals
2. Leadership styles
3. Ethnocentrism
4. Communication as Solution

**Q-4 Choose the correct Option: (MCQs)** **05**

1. ....refers to the attitude that a document conveys towards the topic and/or the Reader.
  - a. Tone
  - b. Voice
  - c. Mentality
  - d. Behavior
2. ----- communication tends to avoid displaying an obvious emotion.
  - a. Technical
  - b. Written
  - c. Oral
  - d. Internal
3. Diaries and journals are primarily .....
  - a. reader- centred
  - b. writer – centred
  - c. Theme -centred
  - d. story – centred

4. One should avoid talking down to one's reader in a----- tone.

- a. patronizing
- b. submissive
- c. harsh
- d. sweet

5.----- matches vocabulary to the audience, avoiding jargon and unnecessary technical or obscure language.

- a. Tone
- b. sound
- c. clear writing
- d. attitude

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