



**BRAINWARE UNIVERSITY**  
**Course – MCA**  
**English Communication – MCA(HU) 101**  
(Semester – 1)

**Time Allotted: 3 Hours**

**Full Marks : 70**

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

**Group - A**

**(Multiple Choice Type Questions)**

**10 x 1 = 10**

1. Choose the correct alternative of the following:

A. Nonverbal cues...

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| i) complement a verbal message    | ii) regulate verbal communication    |
| iii) both complement and regulate | iv) neither complement nor regulate. |

B. Which of the following is NOT an aspect of para language?

- |                       |                     |
|-----------------------|---------------------|
| i) facial expressions | ii) rate of speech  |
| iii) pitch of voice   | iv) volume of voice |

C. Which flow of communication command and warn the people of the organization?

- |               |                |
|---------------|----------------|
| i) upward     | ii) diagonal   |
| iii) downward | iv) horizontal |

D. Which of the following is a barrier of active listening?

- |                               |                                    |
|-------------------------------|------------------------------------|
| i) maintaining eye contact    | ii) nodding and making eye contact |
| iii) asking for clarification | iv) none of the above              |

E. An example of social space zone is...

- |               |             |
|---------------|-------------|
| i) class room | ii) station |
| iii) Party    | iv) home    |

F. What does not affect an effective presentation?

- i) Your height
- ii) your voice
- iii) listener's mentality
- iv) presence of mind

G. Chronemics is

- i) understanding time
- ii) understanding touch
- iii) understanding body language
- iv) understanding colors

H. Which of the following is not the feature of oral communication?

- i) it is more spontaneous
- ii) it can be documented
- iii) cannot be used as future reference
- iv) it is supported by non verbals.

I. Hearing is not ...

- i) automatic
- ii) skill
- iii) active
- iv) concentrating

J. When a person receives a message, they first ...

- i) accept
- ii) encode
- iii) give feedback
- iv) find the medium

### **Group - B**

**(Short Answer Type Questions)**

**3 x 5 = 15**

Answer any **three** of the following:

2. What ambitions did Mrs. Thurlow have for her boys?
3. What is the significance of the bicycle in the story, 'The Ox'?
4. Why does Mrs. Thurlow work so hard and relentlessly?
5. Highlight on the contrasting households of Mrs. Thurlow's and her brother's, and also their relationships in brief.

**Group - C****(Long Answer Type Questions)****45****C.1. Answer any four of the following:****[4x9 =36]**

6. What is the role of non verbal in communication? What are the different types of non verbal communication? Explain.

7. What is communication? What are the barriers to effective communication?

8. Write short notes on:

i) Active listening      ii) 3P's of presentation      iii) Drafting

9. How can a following of the different stages of writing enhance our written communication?

10. "Communication - the human connection - is the key to personal and career success." Explain.

**C.2. Answer the following questions:****[9x1=9]****11. Do as directed:**

i) People play football all over the world. (Begin with 'Football'.)

ii) It is not compulsory that you should attempt all questions. (Rewrite using 'need not')

iii) I have never seen such a mess. (Begin with 'Never')

iv) As soon as she heard the news she fainted. (Rewrite using 'No sooner ...than')

v) We are interested in your offer, and we would be glad to have prices as soon as possible. (Insert 'indeed')

vi) The news is too good to be true. (Remove 'too')

vii) No other metal is as useful as iron. (Change into Superlative)

viii) Neither Peter nor James ..... any right to the property. (has / have)

ix) One of my friends ..... gone to France. (has / have)