

6. How each component of body language contributes to effective oral presentation. Discuss.
7. Discuss the key features and structure of a business report.
8. An academic institute needs to set up a computer lab based on this situation.
 - (a) As the Sales Head, HP, Uttar Pradesh, India, write a sales letter to the Director of the academic institute. Invent the necessary details.
 - (b) Some of the recently purchased HP computers are not functioning properly. As the lab-in-charge of the academic institute, write a complaint letter. Invent the necessary details.
9. A job opening has been advertised on Naukri.com for the position of Software Developer. Assuming you fulfil the eligibility criteria :
 - (a) Draft a cover letter. Invent the necessary details.
 - (b) Draft a resume. Invent the necessary details.

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Roll No. :

BCA-1004T

BCA (FYUP) (Semester-I) (NEP) Examination, 2025-26

PROFESSIONAL COMMUNICATION

[Paper : Fourth]

Time : 2 Hours]

[Maximum Marks : 75

Note : 1. Attempt questions from **all** sections as directed.

2. The candidates are required to answer only in serial order. If there are many parts of a question, answer them in continuation.

3. "B" copy will not be provided.

Section-A

Short Answer Type Questions

Note : There are **nine** questions in this section. Attempt **all** questions. Each question carries **5** marks. [9×5=45]

1. (a) What are the differences between general and professional communication?



- (b) Writing professional emails requires adherence to certain etiquettes. Discuss.
- (c) What features of interpersonal communication contribute to strengthening interpersonal relationship?
- (d) Discuss a few tips for creating effective PowerPoint slides.
- (e) What is group discussion? What are the essential requirements for effective participation?
- (f) Differentiate between active and passive listening. What are the key requirements of active listening?
- (g) What is grapevine communication? Explain its use in an organisation.
- (h) What is the significance of writing business reports?
- (i) What are the essential requirements for effective participation in debates?

Section-B

Long Answer Type Questions

Note : There are **four** questions in this section. Attempt **any one** question. Each question carries **15** marks.

[1×15=15]

2. Define Communication. Explain the roles of all components in the communication process.
3. What organisational barriers hinder smooth communication among employees? How can these barriers and related conflicts be resolved?
4. What are the 7Cs of professional communication? Discuss the requirement of each 'C' for effective communication.
5. Discuss the role and specific requirements of each paralinguistic component in enhancing oral communication.

Section-C

Long Answer Type Questions

Note : There are **four** questions in this section. Attempt **any one** question. Each question carries **15** marks.

[1×15=15]