

**BACHELOR OF COMPUTER APPLICATIONS
(BCA) (Revised)**

Term-End Examination

01105

June, 2018

BCS-055 : BUSINESS COMMUNICATION

Time : 2 hours

Maximum Marks : 50

Note : Answer *all* questions.

1. Read the following passage and answer the questions given below it :

1 I used to be absolutely petrified of speaking in front of any type of group. In fact, I was so scared that I actually fainted (twice) in high school while attempting to do so. But I'm not alone. I've heard that public speaking is the number one fear in the world. It seems that

speaking to groups is even more frightening to people than air travel, bankruptcy, even death !

2 A fear as big as this one doesn't exist in a vacuum. In other words, it doesn't show up only on those occasions when you are called on to speak in front of a group. Instead, the stress associated with speaking in front of others looms over you, perhaps very subtly, if there is any chance whatsoever that you will ever need to speak in front of people. Whether you may be required to give a presentation, a sales pitch, the results of a report or study, an all-out speech, or simply share an idea with others, the stress factor is the same — enormous — if you're scared.

3 Another factor to consider is this : If you're frightened of speaking to groups, even a little bit, you may avoid doing things that could

greatly benefit your career, give you a promotion or more responsibility, or an advancement of some kind. Before I overcame my fear of speaking, I remember making many decisions based on the likelihood that I may or may not have to speak. Getting over this fear helped me to relax about my work so that I could focus on other things. It made my work life easier and far less stressful. There is no question that overcoming this fear has also helped me to become more successful as an author. Had I not done so, I doubt very much that I would be writing books, because writing books requires promoting them, often in front of huge groups of people. If you have any fear whatsoever, I urge you to consider this suggestion very carefully. Once you get over the fear you experience, you will be less stressed and more easygoing in your work life. This will help you be more creative

and solution-oriented because the distraction of this fear will be gone forever. Because you'll be less on edge, you'll be sweating the small stuff less and less.

4 The way to get over this fear is to put yourself in situations where you are required to speak to groups. You can start really small — even one or two others is a great place to start. There are classes you can take, coaches who can help you, books to read, and tapes to listen to. There are a variety of methods and strategies to look into. In the end, however, you'll have to take the first step and get in front of people. If you do, I think you'll find, as I have, that if you get over this common fear, you'll be richly rewarded in terms of the quality of your work and, indeed, the quality of your life.

- (a) What are some of the things that frighten people ? What frightened the writer the most ? 2
- (b) How does fear of public speaking affect the career of a person ? Discuss. 3
- (c) What are the solutions to overcome fear of public speaking ? Discuss in the light of the passage. 3
- (d) Talk about your fear of public speaking. What do you do to overcome this fear ? 3
- (e) Give a suitable title to the passage. Say why it is appropriate. 2
- (f) Find opposites of the following words from the passage : 3
- (i) fearless (para 1)
 - (ii) obviously (para 2)
 - (iii) more difficult (para 3)
- (g) Make sentences of your own with the following words from the passage : 4
- (i) show up
 - (ii) in front of
 - (iii) share an idea
 - (iv) start really small

2. Write a dialogue of about 250 words between two friends. The discussion is whether students should take part in politics or not. 10
3. Write short notes on any *two* of the following : 10
- (a) Organising a Portfolio
 - (b) Phone Interview
 - (c) Different Types of Communicators
 - (d) Travelling for Business
4. Choose the appropriate preposition to fill in the blanks. 5
- (a) The strain is telling _____ his health.
 - (b) I saw _____ the trick.
 - (c) I do not believe _____ what he says.
 - (d) The father tried to dissuade his son _____ modelling as a career.
 - (e) He is ineligible _____ this post.

5. Fill in the blanks in the following sentences with *can* or *can't*, *could* or *couldn't*, *may* or *mayn't* and *might* or *mightn't* :

5

- (a) Since I haven't worked throughout the year, I have begun to feel that I _____ pass in the examination.
- (b) Thanks for the invitation, Mr. Kapoor. _____ my sister come with me ?
- (c) Excuse me, I have an urgent phone call to make. _____ I use your telephone ?
- (d) We could hold the meeting in June, but I think it _____ be the best time. It is too hot then.
- (e) You can get to Chandigarh from here, but you _____ get from there to Jaipur.
-