

MCS–015

BACHELOR OF COMPUTER APPLICATIONS (BCAOL)

COMMUNICATION SKILLS

Time: Three Hours

Maximum Marks: 100

Note: Answer questions from all Sections (A, B and C) as instructed.

Section–A (5×4=20)

Note: Answer any five questions. Each question carries 4 marks.

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

Passage :

Technology has had a transformative effect on the world in the 21st century. From the proliferation of smartphones to the rise of social media, technology has fundamentally changed the way we live, work, and communicate. In this passage, we will explore some of the key ways that technology has impacted society in the 21st century.

One of the most significant changes brought about by technology is the way we communicate. In the past, communication was limited to face-to-face conversations, phone calls, and written letters. Today, however, we have a variety of new tools at our disposal. Social media platforms like Facebook, Twitter, and Instagram allows

us to connect with people from all over the world in real-time. We can share our thoughts, photos, and videos with a few taps on our smartphones. Video conferencing software like Zoom and Skype has also become an essential tool for remote work and virtual meetings.

Technology has also transformed the way we learn. In the past, education was limited to traditional classrooms and textbooks. Today, however, we have access to a wealth of information and resources online. Platforms like Coursera and Khan Academy offer online courses from top universities and experts in various fields. YouTube has also become a valuable resources for learning, with thousands of educational videos available on any topic imaginable.

Another significant change brought about by technology is the way we work. The rise of the gig economy and remote work has made it possible for people to work from anywhere in the world. Freelance platforms like Upwork and Fiverr connect workers with clients from around the world, and communication tools like Slack and Trello make it easy to collaborate on projects with remote teams.

However, technology also presents some challenges. The proliferation of social media has led to concerns about privacy, security, and the spread of misinformation. The rise of automation and artificial intelligence also raises questions about the future of work and the impact on jobs. Despite these challenges, technology has undoubtedly had a profound impact on society in the 21st century. As we continue to innovate and develop new technologies, it will be important to consider the ethical and social implications of these advances.

Answer any five from the following:

1. How has technology impacted the way we communicate?
2. What are some examples of online resources for learning?
3. How has technology transformed the way we work?
4. What are some challenges associated with technology in the 21st century?
5. Why is it important to consider the ethical and social implications of technological advances?
6. Suggest in appropriate title.
7. Comment on the role of technology in 21st Century.

Section-B ($5 \times 10 = 50$)

Note: Answer any five of the following.

Write notes on the following:

8. Overcoming panic in presentations.
9. Listening is crucial to communication.
10. Difference between formal and informal speech.
11. Problems of Artificial intelligence.
12. Body language says a lot.
13. Things to be avoided in writing the minutes of a meeting.
14. Features of a good notice-writing.

Section-C (2×15=30)

Note: Answer any two of the following.

15. Write a job application in response to a job vacancy of a technology offices published in a reputed newspaper. Also, attach a copy of your resume.
16. Before attending on interview, what preparations should a candidate make?
17. What is the aim of recording minutes of a meeting? Talk about the skills required for recording of minutes using appropriate examples.