

--	--	--	--	--	--	--	--	--	--

First Semester MCA Degree Examination, February 2013
Professional Communication and Ethics

Time: 3 hrs.

Max. Marks:100

Note: Answer any FIVE full questions.

- 1 a. Discuss in detail about the various levels of communication. Explain about the flow of communication. (10 Marks)
- b. Define noise. Explain the different causes that lead to organizational barriers of communications. (10 Marks)
- 2 a. Explain in detail upon software for creating messages and on software for writing documents. (10 Marks)
- b. What are the various types of listening? Explain upon it. Explain about the traits of a good listener. (10 Marks)
- 3 a. Elaborate upon kinesics and proxemics. (10 Marks)
- b. Discuss in detail upon paralinguistic's. (10 Marks)
- 4 a. Explain in detail the various techniques used in organizational group discussions. (10 Marks)
- b. Elaborate upon the characteristics and components of a research paper. (10 Marks)
- 5 a. Describe upon the five reasons that can encourage employees towards acting ethically when making business decisions. (10 Marks)
- b. Explain in detail about the ethical behaviour of IT professional. Discuss upon the common ethical issues for IT users. (10 Marks)
- 6 a. Discuss the privacy issues related to government electronic surveillance and data encryption. (10 Marks)
- b. Elaborate upon safety critical systems. (10 Marks)
- 7 a. Explain in detail about contingent workers and H-1B workers. (10 Marks)
- b. Discuss elaborately upon whistle-blowing mentioning clearly as how to deal with a Whistle-blowing situation. (10 Marks)
- 8 Write short notes on:
 - a. Chronemics
 - b. Dissertation
 - c. Cyber law
 - d. Evolution of cyber crime. (20 Marks)

* * * * *

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
 2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.