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Srinivas Institute of Technology **10MCA15**
Library, Mangalore

First Semester MCA Degree Examination, January 2011
Professional Communication and Ethics

Time: 3 hrs.

Max. Marks:100

Note: Answer any FIVE full questions.

- 1 a. What is communication? Explain the process of communication. (10 Marks)
b. What are the various levels of human communication? Explain the interpersonal communication and mass communication. (10 Marks)
- 2 a. Define noise. How do you rectify the communication error, in your message? (10 Marks)
b. Describe the organizational barriers, in detail. (10 Marks)
- 3 a. Which are the softwares, used for presenting documents? Explain. (10 Marks)
b. Explain the traits of a good listener. (10 Marks)
- 4 a. Explain the nonverbal communication kinesics, in detail. (10 Marks)
b. List the purposes of group communication in an organization. What are the major forms of group communication? (10 Marks)
- 5 a. Explain the organizational group discussions. (10 Marks)
b. What is a research paper? Explain how research papers are prepared. (10 Marks)
- 6 a. Define ethics. Why fostering good business ethics is important? (10 Marks)
b. Explain the steps considered, in ethical decision making. (10 Marks)
- 7 a. Explain the common ethical issues for IT users. (10 Marks)
b. Explain the key issues in software development. (10 Marks)
- 8 Write short notes on:
a. FISA
b. Proxemics
c. Grapevine
d. Dissertation (20 Marks)

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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 = will be treated as malpractice.

