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**BCA(2018 Batch onwards)
(Sem.-1)**

ENGLISH

Subject Code : BTHU-103-18

M.Code : 75085

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

- 1. All questions are COMPULSORY.**
- 2. Q1, Q2 and Q3 carry TEN marks each.**
- 3. Q4 and Q5 carry FIFTEEN marks each.**

1. Discuss how communication is the most vital part of any organization?
2. Explain the importance of clarity, adequacy and feedback in any type of communication. Also discuss the role of body language in communication.
3. Read the following passage and answer the questions that follow :

A leader is made, not born. A true leader is not necessarily the one at the helm of affairs; he is one whose position others would want to emulate. So, who is a true leader? A true leader is one who would be able to guide others, either by doing something himself or by directing a specific course of action. A sympathetic or a democratic leader is one who understands the problems of others at the workplace. He has a sympathetic word for them and he is able to understand them and always has an encouraging word for his teammates or colleagues. In today's competitive world, enhancement of one's standing in the workplace depends not on the number of years put in as in the good old days, but on performance, on actual results. If you are capable of outstanding work, your stature in an organization automatically goes up and there would be many who would want to emulate you. This attribute makes you a leader in the true sense of the term. "*Can I aspire to be a leader?*" You might ask yourself that question. Yes, definitely. Put in the right effort in the right direction and a leader what you shall be. If you want to succeed in life, you need to have firm determination. Our ways of achieving things might be entirely different because each one of us is a unique individual.

Questions :

- a. Who is a true leader?
 - b. Why should a leader be sympathetic or understanding?
 - c. How can a person become a leader?
 - d. What is the role of outstanding performance by an employee in an organization?
 - e. How can success be achieved?
4. Write a letter to your friend discussing the ways to keep the environment clean and healthy.
 5. Give a detailed analysis of any book that you have read recently.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.