

BACHELOR OF COMPUTER APPLICATIONS (BCA)

(Revised Syllabus)

BCA(Revised Syllabus)/ASSIGN/SEMESTER-V

ASSIGNMENTS

(July-2025 & January-2026 sessions)

(BCS-051, BCS-052, BCS-053, BCS-054, BCS-055

BCSL-056, BCSL-057, BCSL-058)



**SCHOOL OF COMPUTER AND INFORMATION SCIENCES
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI – 110 068**

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Important Notes

1. Submit your assignments to the Coordinator of your Study Centre on or before the due date.
2. Assignment submission before due dates is compulsory to become eligible for appearing in corresponding Term End Examinations. For further details, please refer to BCA Programme Guide.
3. To become eligible for appearing the Term End Practical Examination for the lab courses, it is essential to fulfill the minimum attendance requirements as well as submission of assignments (on or before the due date). For further details, please refer to the BCA Programme Guide.

Course Code	:	BCS-055
Course Title	:	Business Communication
Assignment Number	:	BCA(V)/055/Assignment/2025-26
Maximum Marks	:	100
Weightage	:	25%
Last date of submission	:	31stOctober,2025(For July, Session) 30thApril, 2026(For January, Session)

This assignment has 10 questions and carries 100 marks. Answer all questions. (You may use illustrations and diagrams to enhance the explanations. Please go through the guidelines regarding assignments given in the Programme Guide for the format of presentation.)

Read the following passage and answer the questions that follow:

The Power of Listening in Business Communication

In today's fast-paced corporate world, listening is often an underestimated skill. Yet, it is fundamental to effective communication. Active listening is not just hearing what someone says, but fully concentrating, understanding, responding, and remembering what is being communicated. In a business setting, this skill can build trust, resolve conflicts, and enhance productivity.

Active listeners demonstrate empathy and patience. They maintain eye contact, nod affirmatively, and avoid interrupting the speaker. This non-verbal behavior encourages openness and shows respect. Furthermore, good listeners ask relevant follow-up questions and summarize what they hear to ensure mutual understanding.

Unfortunately, many people fall into the trap of passive listening. They appear to listen but are mentally distracted or formulating responses while the other person is speaking. This results in miscommunication, errors, and loss of valuable opportunities. Businesses that promote listening cultures often see higher employee engagement and stronger customer relationships.

The importance of listening is especially evident in leadership roles. A leader who listens well creates an environment where team members feel heard and valued. This fosters innovation and team cohesion. In contrast, poor listening habits can lead to misunderstandings, low morale, and high turnover rates.

Investing time in improving listening skills pays off. It not only strengthens workplace relationships but also promotes a culture of respect and clarity.

Q1. Say whether the following statements are True or False. Correct the false ones. **(5 Marks)**

- (a) Listening only involves hearing the words spoken.
- (b) Interrupting the speaker shows interest and involvement.
- (c) Passive listening is a key element of effective communication.
- (d) Active listening can help in building trust and reducing conflicts.
- (e) Leaders with strong listening skills promote better team collaboration.

Q2. Answer the following questions based on the passage. **(5 Marks)**

- (a) What is the difference between active and passive listening?
- (b) How can good listening improve customer relationships?
- (c) What are some non-verbal signals of active listening?
- (d) Why is listening particularly important for leaders?

(e) Suggest a suitable title for the passage.

Q3. Write the antonyms (opposites) of the following words as used in the passage: **(6 Marks)**

- (a) Concentrating
- (b) Empathy
- (c) Encourage
- (d) Openness
- (e) Engagement
- (f) Clarity

Q4. Find the meaning of the following words/phrases and use them in sentences of your own: **(4 Marks)**

- (a) Miscommunication
- (b) Cohesion
- (c) Follow-up
- (d) Underestimated

Q5. Fill in the blanks with appropriate verb forms (Simple Past, Past Perfect, Past Continuous): **(10 Marks)**

- (a) They _____ (hold) a team meeting when the manager _____ (walk) in.
- (b) By the time the project _____ (complete), the deadline _____ (already pass).
- (c) The CEO _____ (speak) when the fire alarm suddenly _____ (go off).
- (d) When I _____ (call) her, she _____ (attend) a webinar on customer service.
- (e) We _____ (never expect) such a strong response before we _____ (launch) the product.

Q6. Fill in the blanks with suitable articles (*a/an/the* or no article \emptyset): **(10 Marks)**

- (a) Listening is _____ essential skill in _____ workplace.
- (b) _____ active listener plays _____ crucial role in building team trust.
- (c) My friend is _____ HR executive who promotes _____ culture of empathy.
- (d) They arranged _____ workshop on listening skills at _____ university campus.
- (e) Is this _____ best solution we can offer?

Q7. Imagine you are the HR Manager of a company where employees have been ignoring basic communication etiquette during online meetings (e.g., not muting mics, talking over others). Draft a memo to remind them about online meeting decorum. **(10 Marks)**

Q8. Define the various types of communication styles: Assertive, Aggressive, Passive, and Passive-Aggressive. Which one do you identify with and why? **(20 Marks)**

Q9. You attended a workshop on “Digital Presentation Skills” over the winter break. Write a report on the workshop including: **(15 Marks)**

- Objectives and content of the workshop
- Sessions and hands-on activities
- Usefulness of the training
- Suggestions for improvement

Q10. You and your colleagues are planning a short office retreat to Kerala. Write an email to a travel agency to enquire about: **(15 Marks)**

- Travel and accommodation options

- Food arrangements
- Local sightseeing options
- Total cost per person
- Availability of packages in December