


RAN-2311000901050001
F.Y.B.C.A. (Sem.- I) Examination November - 2025
AEC-101 Communication Skills
Time: 1 Hours]
[Total Marks: 25
સૂચના : / Instructions

- (1) ઉપરોક્ત દર્શાવેલ વિગતો ઉત્તરવહી પર અવશ્ય લખવી.
Fill up strictly the above details on your answer book

Seat No.:

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Student's Signature

- Q.1. Answer the following questions in brief (AnyThree) 6**
1. Define Communication
 2. Difference between Listening and Hearing
 3. What is extra personal Communication
 4. List out the steps involved in the communication process
- Q.2. Draft a resume for the post of front desk receptionist in NGO emphasizing a good communication skills 7**
- OR**
- Q.2. Though you have informed BSNL to change your address, but still you have been receiving your telephone bills at your old address for a long time. Write an email to administrative officer of BSNL about it. 7**
- Q.3. Prepare a PowerPoint presentation along with speech on Social Media addiction 7**
- OR**
- Q.3. Suresh, Parth, Arvind, Dishant and Maitry are discussing on online scams. Write down the transcript of the Discussion 7**
- Q.4. Prepare a Blog on Festivals of India 5**
- OR**
- Q.4. Read the following passage carefully and answer the following questions. 5**
- Education is an essential part of our life. It not only helps us acquire knowledge and skills but also helps in building our character and values. Education plays an important role in our personal and professional development and is an investment in our future. Education has many benefits. It helps us understand the world around us and think critically and creatively. It also gives us the skills we need to succeed in the workforce and contribute to our communities Education can open up new opportunities and give us a sense of accomplishment and self-satisfaction.
- Additionally, education helps promote equality and social mobility. It gives individuals the tools and knowledge they need to rise out of poverty and achieve their full potential. Education is also a key factor in reducing discrimination and promoting understanding and tolerance between different cultures and groups.
- Political education has many connotations. It may be defined as the preparation of a citizen to take well-informed, responsible and sustained action for participation

in the national struggle in order to achieve the socio-economic objectives of the country. The predominant socio-economic objectives in India are the abolition of poverty and the creation of a modern democratic, secular and socialist society in place of the present traditional, feudal, hierarchical and in egalitarian one. The situation will not change unless we take vigorous steps to provide genuine political education on an adequate scale. This is one of the major educational reforms we need, and if it is not carried out, mere linear expansion of the existing system of formal education will only support the status quo and hamper radical social transformation.

As the Indian Education System is facing so many problems, we need to come up with effective solutions so it improves and creates a brighter future for students. We can start by focusing on the skill development of the students. The schools and colleges must not only focus on the ranks and grades but on the analytical and creative skills of children. In addition, subjects must not be merely taught theoretically but with practical. This will help in a better understanding of the subject without them having to mug up the whole thing due to lack of practical knowledge.

In short, education is an important part of our lives and has the power to transform individuals and communities.

- 1) What is the importance of education in our lives?
 - 2) Write some benefits of education.
 - 3) How does education promote equality and social mobility?
 - 4) How can education change individuals and communities?
 - 5) What should be the main purpose of political education?
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