

18004**B.C.A. Examination, November-2019****BUSINESS COMMUNICATION****(BCA-106)***Time : Three Hours]**[Maximum Marks : 75*

Note : Attempt questions from **all** sections as per instructions.

Section-A**(Very Short Answer Questions)**

Note : Attempt all the **five** questions. Each question carries 3 marks. Very short answer is required not exceeding 75 words. $5 \times 3 = 15$

1. How does noise disturb the communication process?
2. Differentiate between good and bad business letters.
3. What is E-commerce ? Explain C to B (Consumer to Business).
4. How self-development contribute to effective communication ?
5. Discuss qualities of a good report writing.

Section-B**(Short Answer Questions)**

Note : Attempt any *two* questions out of the following three questions. Each question carries $7\frac{1}{2}$ marks. Short answer is required not exceeding 200 words. $2 \times 7\frac{1}{2} = 15$

6. "Kinesics plays an important role in communication." Discuss this statement.
7. Prepare a specimen of chairman's speech of a company.
8. What is meant by oral communication ? What principles should be followed to make oral communication effective ?

Section-C**(Detailed Answer Questions)**

Note : Answer any *three* questions out of the following five questions. Each question carries 15 marks. Answer is required in detail. $3 \times 15 = 45$

9. What do you understand by writing skills ? What are the various steps of writing skills ?
10. What do you mean by group discussion ? Discuss the prior conditions and advantages of group discussions.

11. (a) "In an effective communication, conciseness and completeness are as important as courtesy and clarity." Discuss.
- (b) Write an application for the post of a section officer in an university.
12. Write short note on any *two* :
- (a) Audience Analysis
- (b) Grapewine and rumour
- (c) Channels of Internal Communication.
13. Discuss the characteristics of a good resume. Highlight the key points a candidate should remember to ensure success in an online interview.

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