

Seat No. : _____

AQ-121

April-2022

M.Sc. (CA & IT), Sem.-IV

Business Communication

Time : 2 Hours]

[Max. Marks : 30

Section-I

Attempt any **THREE** Questions out of **5** Questions

1. (A) How to improve organizational communication ? Explain. 4
(B) Discuss communication basics and networks. 4
2. (A) Positive impact of technology. 4
(B) Web Conferencing. 4
3. (A) Ethnocentrism , US vs. UK : Cultural difference 4
(B) Cross Cultural Communication : Different States of India 4
4. (A) Explain essentials of Business conversation. 4
(B) Discuss the rules for writing instructions. 4
5. (A) How will you plan and hold an effective meeting ? 4
(B) Ways to improve Communication in online classes. 4

Section – II

(Question 6 is Compulsory)

6. Attempt any **6** : 6
 - (1) A good speaker is the one who offers to his audience :
 - (a) Plentiful of information
 - (b) A good amount of general knowledge
 - (c) Spiritual talk
 - (d) Repetition of facts

- (2) Collaborative and cooperative with co-workers; contribute to goals; these are examples of
- (a) Teamwork
 - (b) Responsibility
 - (c) Respect
 - (d) Time Management
- (3) Making use of your personal connections to achieve your career goals
- (a) Networking
 - (b) Teamwork
 - (c) Discipline
 - (d) None
- (4) If you want to complain about colleague, what's the best way to behave ?
- (a) Starts crying
 - (b) Get very angry
 - (c) Stay calm and focus on your point
 - (d) Behave violently
- (5) Teamwork involves which one of these?
- (a) Building relationships
 - (b) Working with other people
 - (c) Important skills and experiences
 - (d) All
- (6) A person works for someone or a company
- (a) demonstrate
 - (b) employee
 - (c) employer
 - (d) Employability
- (7) In seminars or conferences or during board meetings or during presentations, participants are advised/requested to switch off phones. This is to remove one of the common barriers to the listening process. Select the barrier.
- (a) Physical distraction
 - (b) Psychological distraction
 - (c) Language barrier
 - (d) Cultural barrier
- (8) People who engage in frank and open expression of their feelings are considered
- (a) Aggressive
 - (b) Rude
 - (c) Assertive
 - (d) Inconsiderate
-