

B.Com. 3rd Semester (Programme) Examination, 2019-20

COMMERCE

Course ID : 31219

Course Code : BCOMP-302C-2C

Course Title: Business Communication

Time: 2 Hours

Full Marks: 40

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

(In English only)

- 1. Answer *any five* questions:** 2×5=10
- (a) What is Informal Communication?
 - (b) What is Feedback?
 - (c) What is FAX?
 - (d) What is E-mail?
 - (e) What is One-way Communication?
 - (f) What is Conflict?
 - (g) What is Video Conferencing?
 - (h) Write two barriers of the business communication process?
- 2. Answer *any four* questions:** 5×4=20
- (a) What are the differences between Formal and Informal Communication?
 - (b) What is the role of Verbal Communication in the Business?
 - (c) What is the role of Communication Process in Business Environment?
 - (d) What are inter-personal barriers in the business communication process?
 - (e) What is the importance of feedback in the communication process?
 - (f) What are the roles of Internet in the Business Communication?

3. Answer *any one* question:

10×1=10

(a) What are the features of a seminar?

(b) What are the roles of a Business Communication in the modern business world?
