



QP CODE: 21102486



21102486

Reg No :

Name :

B.COM DEGREE (CBCS) EXAMINATIONS, OCTOBER 2021

First Semester

Complementary Course - CO1CMT03 - BUSINESS COMMUNICATION AND MIS

(Common to B.Com Model III Computer Applications, B.Com Model III Office Management & Secretarial Practice, B.Com Model III Taxation, B.Com Model III Travel & Tourism)

2017 Admission Onwards

78638EFD

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What is the significance of business communication?
2. What is meant by encoding?
3. What is Status report?
4. What is structured interview?
5. What is chronological resume?
6. What is Partnership Deed?
7. What is an instrument?
8. What is Usenet?
9. What is facebook?
10. What is management?
11. What is systems approach in MIS
12. What is office automation system?

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. What is Written Communication? What are its advantages?





14. What is Active Listening? Outline the guidelines for active listening.
15. What are the different kinds of speeches?
16. Write a letter of execution of offer.
17. Prepare a general power of attorney.
18. What are the various facilities required to use SMS as a methods of communication?
19. Explain Teleconferencing as a methods of communication
20. Explain the role of MIS in providing information to different levels of organization.
21. "MIS aids decision making" Comment.

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. What are the barriers to communication? How can they be overcome?
23. Draft a reply letter to an unsolicited enquiry letter.
24. Explain about the preparation of partnership deed.
25. What is MIS? Explain the functions of MIS.

(2×15=30)

