

QP CODE: 19103086



Reg No :

Name :

B.Com. DEGREE (CBCS) EXAMINATION, NOVEMBER 2019

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

ED417B5D

Time: 3 Hours

Maximum Marks :80

Part A

*Answer any **ten** questions.*

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

1. Communication is the life blood of business - Explain.
2. What is Haptics?
3. What is E-mail?
4. What is Survey report?
5. What is offer without engagement?
6. What is an instrument?
7. What is specific power of attorney?
8. What is Video conferencing?
9. What is snapchat?
10. What is a system ?
11. What is data capturing?
12. What is DDP?

(10×2=20)

Part B

*Answer any **six** questions.*

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

13. Differentiate between interpersonal communication and intrapersonal communication.





14. What is horizontal communication? What are its advantages?
15. Draft a letter of redressal.
16. What are the objectives and importance of presentations?
17. Explain the significance of Partnership Deed.
18. What are the features of e-mail?
19. Briefly explain Telephone as a methods of communication?
20. What are the functional support roles performed by MIS?
21. "If MIS is installed better decision making is possible". Comment

(6×5=30)

Part C

*Answer any **two** questions.*

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

22. Explain the Process of Communication with a neat diagram.
23. Prepare an application letter for the post of accountant.
24. Write a note on Partnership Deed.
25. Explain the role of MIS in decision making.

(2×15=30)

