



**DEPARTMENT OF COMMERCE**  
**QUESTION BANK FOR B COM (Computer Application &  
Taxation) Semester I**  
**BUSINESS COMMUNICATION AND MIS**

**MODULE I Communication**  
**COI- Develop the business communication.**  
**(Apply Level)**

**SECTION A**

1. Outline the meaning of Transactional Analysis?
2. Explain the term Haptics.
3. Describe Filtering in communication.
4. Identify an example of intra- personal communication.
5. Recognize an example of inter- personal communication.
6. Define Business communication.
7. Distinguish between formal and informal communication.
8. What is listening? Identify the six steps of listening.
9. Explain Emotional Intelligence. What are its components?

**SECTION B**

10. Identify the difference between oral and written communication.
11. Select the principles of effective communication.
12. Explain written communication? Enumerate its advantages and disadvantages.
13. What are the modes of communication?
14. Explain channels of communication.
15. Distinguish between formal and informal communication.
16. Explain the difference between oral and written communication.
17. Describe the principles of effective communication.
18. What is written communication? What are its advantages and disadvantages?



19. Describe the process of communication.
20. Explain the characteristics of communication.
21. What is grapevine? Discuss the significance of grapevine
22. Describe Proxemics? Explain in detail.
23. What are the merits of oral communication?

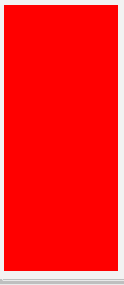
### SECTION C

24. Identify the barriers to communication. Examine ways to them.
25. Explain the various channels of communication.
26. Explain the objectives, need and significance of communication.

**MODULE 2 Work Place Communication**  
**CO2- Identify the methods of communication**  
**(Apply Level)**

### SECTION A

1. Develop an example of a solicited enquiry letter?
2. Demonstrate an unsolicited enquiry letter?
3. Identify the meaning of dunning letters?
4. Explain the term firm offer?
5. Identify a situation where offer without engagement?
6. What is business reports?
7. What are periodic reports?
8. What is Interview?
9. What is a job application letter?
10. What are soft skills?



11. Explain solicited enquiry letter.
12. Outline unsolicited enquiry letter.
13. What is offer without engagement?
14. What is a covering letter?
15. What is meant by testimonial?
16. What do you mean by enclosure?
17. Define Resume.
18. What is a press release?

## **SECTION B**

19. Point out the disadvantages of mobile phones.
20. Outline the scope of audio conferencing.
21. Define Tele-conferencing. Enumerate its advantages.
22. Describe the characteristics and contents of a Resume.
23. Discuss the benefits of online application.
24. Draft a letter of recommendation.
25. Draft a sample cover letter and resume.
26. Describe the essentials of business letters.
27. Outline the main parts of business letters.
28. What are the guidelines for drafting a letter of enquiry?

## **SECTION C**

29. Construct a letter to a company asking for information about a product you wish to buy.
30. Explain the meaning of a business letter. Identify the main parts of a business letter?.
31. What is a business report? Identify the features of business reports.



32. Explain the structure of formal business reports.
33. Write a letter to a company asking for information about a product you wish to buy.
34. What is a business letter? What are the main parts of a business letter?

**MODULE 3 Basic understanding of legal deeds and documents-  
CO3-Exemplify the legal deeds and documents.  
(Understand Level)**

**SECTION A**

1. Define document.
2. Define Partnership.
3. Extend the meaning of lease deed.
4. Develop a sample model of affidavit.
5. Extend the meaning of instrument
6. What is Power of Attorney?
7. What is legal drafting?
8. Define document.
9. Define Partnership.
10. What is lease deed?
11. What is affidavit?
12. What is an instrument?

**SECTION B**

13. Define legal drafting. Explain importance of legal drafting.
14. Define Partnership Deed. Explain contents.
15. Extend the meaning of Power of Attorney in detail with its types.
16. Define Affidavit with its model form.
17. Define legal drafting. Explain importance of legal drafting.
18. Explain Power of Attorney in detail with its types.



**SECTION C**

19. Construct a letter to the BSNL for the excessive amount in your telephone bill.
20. Construct a letter of quotation for 50 computer in response to an enquiry.
21. Explain power of attorney its types and formats.
22. Prepare a partnership deed contents and samples.

**MODULE 4 Impact of IT on communication**  
**CO4 - Explain the impact of IT.**  
**(Evaluate Level)**  
**SECTION A**

1. Extend the meaning of WWW.
2. Criticize the uses of voice mail.
3. Evaluate the features of fax.
4. Define servers.
5. Justify the importance of MIS.
6. What is information technology?
7. What is Internet?
8. Define SMS.
9. What is E-mail?
10. Define Archie?
11. What is a Modem?

**SECTION B**

12. Define Voice Mail. Explain its advantages.
13. Evaluate the Features and Application of internet.
14. Mark your opinion about the advantages of Email in business communication.



15. Mention the disadvantages of mobile phones.
16. What is audio conferencing?
17. Define Tele-conferencing. What are its advantages?
18. What is video conferencing?
19. What are the facilities needed in using SMS?
20. Define WAIS.
21. What do you know of search engine?
22. What is HTML?
23. What do you know of mobile phones?
24. What are the components of IT?
25. What is Telnet.
26. Mention the features of internet.
27. How does internet communication change organizational work proceedings?
28. Mention some of the advantages of Teleconferencing?
29. Describe the advantages of Fax.
30. Explain the negative impact of technology enabled communication
31. Find out the advantages of mobile phones.
32. Mention the disadvantages of E-mail.

### SECTION C

33. Appraise the role of information technology in an organisation.
34. Mark the differences between video conferencing and tele conferencing.
35. Define SMS? Explain advantages and applications of internet?
36. Define Mobile Phones? Explain advantages and disadvantages?
37. Define Teleconferencing? Explain advantages and disadvantages?
38. Explain Impact of information technology on communication?



**MODULE 5 Introduction to Management Information System**  
**CO5 - Outline the role of MIS**  
**(Understand Level)**

**SECTION A**

1. Define information.
2. Extend the meaning of MIS.
3. Explain the scope of DSS.
4. Explain the term TPS.
5. Explain the term ERP.
6. Define information.
7. Define MIS?
8. Define decision support system.
9. Define transaction processing system.

**SECTION B**

10. Identify the essentials of a good information system.
11. Enumerate the components of information system.
12. Illustrate the role of MIS in business.
13. Explain the characteristics of MIS
14. Explain the essentials of a good information system.
15. Explain components of information system.
16. Explain role of MIS
17. Explain structure of MIS.
18. Explain subsystem of MIS.

**SECTION C**

19. Interpret the statement: "Transaction processing system is the workhorse of the information system industry."



20. Compare the different classes of information system.
21. Explain benefits and advantages of MIS.
22. Explain structure of MIS.
23. Explain role of MIS and Characteristics of MIS.