Roll No……..….. **Total No. of Printed Pages: [1]**
Total No. of Questions: [11]

M. Sc. IT (Semester: 2nd)
BUSINESS COMMUNICATIONS
Subject Code: MHUM0104/MHUM0204
Paper ID: [220416]

Time: 03 Hours **Maximum Marks: 60**

Instruction for candidates:

1. Section A is compulsory. It carries 16 marks. It consists of 4 questions of 4 marks each.
2. Section B consist of 4 questions of 8 marks each. The student has to attempt any 3 questions out of it.
3. Section C consist of 3 questions of 10 marks each. The student has to attempt any 2 questions.

Section – A **(4 marks each)**

Q1. Explain the factors that affect reading.
Q2. What is Grapevine.
Q3. Discuss the characteristics of a good business report.
Q4. What is meant by Resume?

Section – B **(8 marks each)**

Q5. Write a note on the desired behaviour during group discussion.
Q6. Write an office order baning smoking in the office premises.
Q7. Explain the essentials of effective business communication.
Q8. What activities can be adopted to improve listening?

Section – C **(10 marks each)**

Q9. What is listening? Explain the barriers of good listening.
Q10. Explain the points to be observed in formulating business letters and discuss the importance of business letters.
Q11. Define Communication. Explain the process of communication.