



Dezyne École College
Bachelor of Computer Applications (B.C.A.) First Year-2nd Semester
English Communication Skill

Unit – I Introduction to Communication & Listening

1. Define 'Communication' and explain the process of communication. (2016)
2. What is listening? Describe the qualities of a good listener (2016)
3. What is Business Communication? Describe the importance of communication in modern business world. (2016)
4. Discuss the relationship between communication morale productivity and objectives. (2016)
5. What do you mean by communication? Explain its importance in the modern business world. (2015)
6. What are the essentials of Good communication? (2014)
7. Define Business Communication and explain its nature and scope. (2013)
8. Explain the relationship between Communication, Morale and Productivity with suitable examples. (2013)
9. What is Business Communication? Describe the importance of communication in Modern Business world. (2019)
10. What is listening explain its types? Describe the qualities of a good listener. (2019)
11. "Communication is the life blood of any business organisation." Elucidate. (2018)
12. What is listening? Explain qualities of a good Listener. (2018)
13. Describe essentials of good communication. (2018)
14. "Communication is the dynamics of management." Discuss the importance of communication in management on the above statement. (2017)
15. What do you mean by communication? Describe its nature. (2017)
16. Clearly explain relationship between communication, morale and productivity. (2017)
17. "Communication is the life blood of any business organization." Elucidate. (2016)
18. "Information overload is a bad as information gap. "Comment. (2015)
19. What are the qualities of Good listener? (2014)

Unit – II Report Writing & Types of Communication

1. Write Short note on the following: (2016)
 - a. Formal Communication
 - b. Non-verbal Communication
2. Explain difference: (2016)
 - a. Formal and Informal Communication
 - b. Downward and Upward Communication
3. Discuss obstacles of communication and also discuss remedies of removing these (2016)

4. What is meant by you of Interpersonal Communication? Explain its advantages in Business. (2016)
5. What do you mean by formal and informal communication? Describe their merits and demerits. (2015)
6. Explain the barriers of communications and give suitable suggestions to remove them. (2015)
7. It is correct that feedback is essential in improving communication. Explain. (2015)
8. Explain the Barriers to business communication. Describe any five measures to overcome barriers. (2019)
9. Differentiate between (any two): (2019)
 - (i) Formal Communication & Informal Communication
 - (ii) Upward Communication & downward Communication
10. Differentiate between Interpersonal and Intrapersonal Communication. (2014)
11. How is individual communication different from group communication? (2014)
12. What the barriers to communication? How will you overcome these barriers? (2013)
13. Differentiate between : (2013)
 - a. Formal communication and Informal Communication
 - b. Verbal Communication and Non Verbal Communication
14. Explain advantages & limitations of non-verbal communication. (2018)
15. Discuss the types of communication network. (2018)
16. Explain the barriers of business communication. (2017)
17. What is formal and informal communication? Explain their merits and demerits. (2017)
18. Discuss the physical and psychological barriers to business communication. (2016)

Unit – III Letter Writing & Memo

1. Write short note on the following (2016)
 - a. Telecommunication
 - b. Negotiation
 - c. Forms of organization oriented
2. Differentiate between (2015)
 - a. Proposals and agreements
 - b. Memo and Reports.
3. Draft these (Any Three): (2015)
 - a. Report b. Memo
 - c. Notice
 - d. Forms
4. Differentiate between Memo and Reports. (2014)
5. Write short note on Following: (2019)
 - (i) Elements of a good report (ii) Negotiations
6. What do you mean by 'Telecommunication'? Explain its importance in business Communication. (2019)
7. Explain legal oriented communication with suitable example. (2019)
8. Describe the essential qualities of business letters. (2018)
9. What is proposal? What guidelines must be kept in mind while drafting proposal? (2018)

10. Explain legal oriented communication with suitable examples. **(2017)**
11. Write notes on the following: (i) Elements of a good report (ii) Negotiations **(2017)**
12. What do you mean by 'Telecommunication'? Explain its importance in Business Organisation. **(2016)**
13. Explain various steps to be taken for a report presentation. **(2016)**
14. What do you understand by Proposals and Agreements? Explain its advantages
15. Write Short Notes on: **(2014)**
 - a). Directives
 - b). Agreements
15. What are business reports? State the main points to be considered while drafting a business report. **(2013)**
16. List out the essentials of a good business letter. **(2013)**
17. Write short notes on: **(2013)**
 - a. Brochures
 - b. Manuals

Roll No.....

B

5243

**Bachelor of Business Administration
(BBA) (Part II) (Second Year)
EXAMINATION, 2016**

**BUSINESS COMMUNICATION AND
MANAGERIAL SKILLS**

Paper-BBA-205

Time allowed : Three hours

Maximum marks : 70

*Attempt five questions out of seven.
However, the word limit of each answer
should not exceed 400. In case the
question paper contains a case study, it
will be considered equivalent to two
questions and in that situation, the word
limit should be 800 for answering the
case study and further the candidate has
to attempt three more questions with a
word limit of 400 for each question.*

*Note : No supplementary answer-sheet
should be given to the candidates.*

PTO

सात प्रश्नों में से 5 (पाँच) प्रश्न कीजिये। प्रत्येक उत्तर की शब्द सीमा 400 शब्द से अधिक नहीं होनी चाहिए। प्रश्न-पत्र में केस स्टडी होने की स्थिति में यह केस स्टडी दो प्रश्नों के बराबर होगी और इस केस स्टडी की शब्द सीमा 800 शब्दों से अधिक नहीं हो तथा परीक्षार्थी तीन अन्य प्रश्न हल करेगा जो कि 400 शब्द सीमा से अधिक नहीं हो।

परीक्षार्थियों को पूरक उत्तर-पुस्तिकाएँ प्रदत्त नहीं की जायेंगी।

Unit-I

इकाई-I

- ① What is Business Communication ? Describe the importance of communication in modern business world.

व्यावसायिक सम्प्रेषण क्या है ? आधुनिक व्यावसायिक जगत में सम्प्रेषण के महत्त्व का वर्णन कीजिये।

- ② Discuss the relationship between communication morale productivity and objectives.

सम्प्रेषण उत्पादकता मनोबल और उद्देश्य के मध्य सम्बन्ध की विवेचना कीजिये।

3. Explain difference :

- (i) Formal and Informal Communication
- (ii) Downward and Upward Communication

अन्तर समझाइये :

- (i) औपचारिक एवं अनौपचारिक सम्प्रेषण
- (ii) अधोगामी एवं उर्ध्वगामी सम्प्रेषण

4. Discuss obstacles of communication and also discuss remedies of removing these.

सम्प्रेषण की बाधाएँ बताइये एवं इन्हें दूर करने हेतु उपाय बताइये।

5. What is meant by you of Interpersonal Communication ? Explain its advantages in Business.

अन्तर्व्यक्तिक सम्प्रेषण से आपका क्या अभिप्राय है ? व्यवसाय में इसके लाभों को समझाइये।

Unit-III

इकाई-III

6. What do you understand by Proposals and Agreements ? Explain its advantages and disadvantages.

प्रस्ताव और ठहराव से आप क्या समझते हैं ? इनके लाभ एवं हानियाँ स्पष्ट कीजिये।

7. Write short notes on the following :

- (i) Telecommunication Telephone, Video Conferencing
(ii) Negotiations
(iii) Forms of organization oriented

निम्नलिखित पर संक्षिप्त टिप्पणियाँ लिखिये :

- (i) टेली-सम्प्रेषण
(ii) समझौता
(iii) संगठन अभिविन्यस्त के रूप

Roll No:- _____

6075

**Bachelor of Business Administration (BBA)
(Part-II) (Semester-III) EXAMINATION, 2019**

**BUSINESS COMMUNICATION AND
MANAGERIAL SKILLS**

PAPER-BBA-305

Time Allowed - Three Hours

Maximum Marks - 70

Attempt five questions out of seven. In case the question paper contains a case study, it will be considered equivalent to two questions and in that case the student in addition to solving case study will have to answer any three from remaining five questions.

- 1- ☒ What is Business Communication? Describe the importance of communication in Modern Business world.
- 2- ☒ What is listening explain its types? Describe the qualities of a good listner?

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Contd.

- 3- II Explain the barriers of business communication?
Describe any five measures to overcome barriers.
- 4- I Differentiate between:- (any two)
- i) Formal communication and informal communication.
 - ii) Upward communication and downward communication
- 5- III Write short note on following.
- i) Elements of a good report.
 - ii) Negotiations.
- 6- III What do you mean by 'Telecommunication'?
Explain its importance in business communication?
- 7- III Explain legal oriented communication with suitable example.



Bachelor of Business Administration (BBA)
(Part - II) (Semester - III) Examination, 2021

BUSINESS COMMUNICATION AND
MANAGERIAL SKILLS
Paper - BBA - 305

Duration of Examination: 1½ Hours
परीक्षा की अवधि: 1½ घण्टा

Max. Marks: 42
पूर्णांक: 42

Instructions to the Candidates:

परीक्षार्थी के लिए निर्देश:-

Candidate is required to attempt any three question. (upto 400 words).
कोई तीन प्रश्न का उत्तर दीजिये। प्रश्न का उत्तर 400 शब्दों से अधिक नहीं होना चाहिये।

(3x14=42 Marks)

Q-1. II Explain the barriers of communication and give suitable suggestions to remove them.

Q-2. II What do you mean by formal and informal communications? Describe their merits and demerits.

Q-3. I What do you mean by communication. Explain its importance in the modern business world.

Q-4. I Briefly explain the process of communication.

Q-5. III Describe the brochures. What guidelines must be kept in mind while making a brochures?

Q-6. I Write a short note on relationship between communication morale producting.

Q-7. II Distinguish between :

- (i) Verbal and writteen communication.
- (ii) Downward and upward communication.



6805

**Bachelor of Business Administration
(BBA) (Part-II) (Semester-III)
Examination, 2022
Paper -bba - 305
BUSINESS COMMUNICATION AND
MANAGERIAL SKILLS**

Duration of Examination: 3 Hours

परीक्षा की अवधि: 3 घण्टा

Max. Marks: 70

पूर्णांक: 70

Instructions to the Candidates:

परीक्षार्थी के लिए निर्देश:-

Attempt five questions out of seven. In case the question paper contains a Case Study, It will be considered equivalent to two questions and in that case the student in addition to solving case study will have to answer any three from remaining five questions.

- 1- I What do you understand by business communication? Explain the processing role of business communication in a business.
- 2- I Describe the factors affecting business in business communication.
- 3- I Explain the relationship between communication moral productivity and objectives.
- 4- II Briefly explain various types of communication.
- 5- IV What do you understand by letters memo? Explain the role or letters memo in business communication.
- 6- III Write short notes on following.
- (a) Presentation
- (b) Notices.
- 7- III What do you meant by forms? Differentiate between forms and brochures.



6175

**Bachelor of Business Administration (BBA)
(Part-II) (OLD) (Semester-III) Examination, 2023
Business Communication and Managerial Skills
Paper - BBA-305
(Held in 2024)**

Duration of Examination: 3 Hours

परीक्षा की अवधि: 3 घण्टा

Max. Marks: 70

पूर्णांक: 70

Instructions to the Candidates:परीक्षार्थी के लिए निर्देश:-

Attempt five questions out of seven. In case the question paper contains a case study. It will be considered equivalent to two questions and in that case the student in addition to solving case study will have to answer any three from remaining five questions.

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|-----|--|------|
| 1- | Discuss the nature and scope of Business Communication. | 7+7 |
| 2- | Define Listening. Discuss the various qualities of good listener. | 4+10 |
| 3- | Discuss the various essentials of good communication and factors affecting business. | 7+7 |
| 4- | Explain the barriers and remedies of business communication. | 7+7 |
| 5- | Write the advantages and disadvantages of formal & Informal communication. | 7+7 |
| 6- | Explain the characteristics and scope of telecommunication in modern era. | 7+7 |
| 7- | Write short notes on any two of the following | |
| (a) | Proposals. | |
| (b) | Manuals. | |
| (c) | Negotiations. | |
| (d) | Brochures. | |
