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**SAINTGITS COLLEGE OF APPLIED SCIENCES**

**SecondInternal Assessment Examination, November2018**

**B.Com First Semester (Computer Applications& Taxation)**

**Business Communication & Management Information System**

Total : 80 marks Name………………………

Time :3Hours Roll No ……………………

**Section A**

*Answer any 10 questions. Each question carries 2 marks.*

1. What is haptics?
2. What is meant by soft skills?
3. Define SMS?
4. What is a press report?
5. What is TPS?
6. What is ERP?
7. What is meant by active listening?
8. What is power of attorney?
9. What is meant by Emotional Intelligence?
10. What is power of attorney?
11. What is feedback?
12. What is paralanguage? **(10 X 2 = 20 marks)**

 **Section B**

*Answer any 6 questions. Each question carries 5 marks.*

1. What is a system? Explain its elements.
2. What is Kinesics? What are the different types of Kinesics?
3. What is a resume? What are the characteristics and contents of a good resume?
4. What is the difference between resume and CV..
5. Explain how silence plays as a negotiation tool.
6. Define Data and information. Also list out its differences.
7. Explain the parameters to be considered for selecting an appropriate communication technology?
8. Explain the characteristics of MIS.
9. What is grapevine? Explain its advantages. **(6 X 5 = 30marks)**

**Section C**

*Answer any 2questions. It carries 15marks.*

1. MIS is essentially an integration of information systems that are designed to support the functional systems of the business. Explain.
2. What is a job application letter? Write a job application letter with covering letter and resume.
3. Describe the parts and layouts of business letters.
4. Explain the positive and negative impacts of information technology on Communication. **(2 X 15 = 30 marks)**

***Scan QR code for the answer scheme***