

QP CODE: 19101087



Reg No :

Name :

B.Com. DEGREE (CBCS) EXAMINATION, DECEMBER 2018

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 (Reappearance)

1BE4AB5D

Maximum Marks: 80

Time: 3 Hours

Part A

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

1. What is meant by decoding?
2. What is Haptics?
3. What is Solicited enquiry letter?
4. What is offer without engagement?
5. What is resume?
6. What is Document?
7. What is general power of attorney?
8. What is a server?
9. What is a twitter?
10. What is functional support role in MIS?
11. What is ERP?
12. How MIS helps in better decision making?

(10×2=20)

Part B

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

13. Explain the need and significance of communication.
14. What are the ethical issues in business communication?





15. What are the essentials of a good press release?
16. State the different kind of interview . (any 6)
17. Explain Deed, Lease Deed and Partnership deed.
18. What are the various facilities required to use SMS as a methods of communication?
19. Explain Teleconferencing as a methods of communication
20. What are the functions of MIS?
21. Briefly explain the importance of MIS

(6×5=30)

Part C

Answer any **two** questions.

Each question carries **15** marks.

22. Explain the various channels of communication in a business organisation.
23. What do you mean by a report and what are the characteristics of good report?
24. Write a note on Partnership Deed.
25. Discuss the relationship between decision making and MIS.

(2×15=30)

