

# **Saintgits College of Applied Sciences**

## **Department of Commerce**

### **Business Communication & MIS**

#### **Section A**

##### **MODULE I- COMMUNICATION**

1. Define Business communication?
2. Difference between formal and informal communication?
3. What is listening? What are the six steps of listening?
4. What is meant by Transactional Analysis?
5. What is Haptics?
6. What is Filtering?
7. What is Transactional Analysis?
8. What is intra- personal communication?
9. What is inter- personal communication?
10. What is Emotional Intelligence? What are its components?

##### **MODULE II - WORK PLACE COMMUNICATION**

11. What are business reports?
12. What are periodic reports?
13. What is Interview?
14. What is a job application letter?
15. What is a covering letter?
16. What is meant by testimonial?

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17. What do you mean by enclosure?

18. Define Resume?

19. What is a press release?

20. Define solicited application letter?

#### Extra Questions

- What are soft skills?
- What is a solicited enquiry letter?
- What is an unsolicited enquiry letter?
- What are dunning letters?
- What is meant by firm offer?
- What is offer without engagement?

### MODULE III- BASIC UNDERSTANDING OF LEGAL DEEDS AND DOCUMENTS

21. What is the Power of Attorney?

22. What is legal drafting?

23. Define document?

24. Define Partnership.

25. What is a lease deed?

26. What is an affidavit?

27. What is an instrument

### MODULE IV- IMPACT OF IT ON COMMUNICATION

28. What is information technology?

29. What is the Internet?

30. Define SMS.

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31. What is E-mail
  32. Define Archie?
  33. What is a Modem?
  34. What is WWW?
  35. What is voice mail?
  36. What is fax?
  37. Define servers.
  38. Define MIS?
  39. Define decision support system?
  40. Define transaction processing system?
  41. What is information technology?
  42. Define the internet?

#### MODULE V - INTRODUCTION TO MIS

43. Define information.
44. What is MIS?
45. What is DSS?
46. What is TPS?
47. What is ERP?

## Section B

#### MODULE I- COMMUNICATION

48. What are the modes of communication?

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49. Explain channels of communication?
  50. Difference between formal and informal communication?
  51. Explain the difference between oral and written communication.
  52. Describe the principles of effective communication.
  53. What is written communication? What are its advantages and disadvantages?
  54. Describe the process of communication.
  55. Explain the characteristics of communication.
  56. What is grapevine? Discuss the significance of grapevine
  57. What is Proxemics? Explain in detail.
  58. What are the merits of oral communication?

## MODULE II - WORK PLACE COMMUNICATION

59. Mention the disadvantages of mobile phones.
60. What is audio conferencing?
61. Define Teleconferencing. What are its advantages?
62. What is video conferencing?
63. What do you mean by computer tele-conferencing?
64. What are the facilities needed in using SMS?
65. Define WAIS.
66. What do you know of search engines?
67. What is HTML?
68. What do you know of mobile phones?
69. What are the components of IT?
70. What is Telnet.

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71. Mention the features of the internet.
  72. How does internet communication change organizational work proceedings?
  73. Mention some of the advantages of Teleconferencing?
  74. Describe the advantages of Fax.
  75. Explain the negative impact of technology enabled communication..
  76. What parameters should be adopted in realizing communication goals?
  77. Find out the advantages of mobile phones.
  78. Mention the disadvantages of E-mail.

### MODULE III- BASIC UNDERSTANDING OF LEGAL DEEDS AND DOCUMENTS

79. Define Affidavit with its model forms?
80. Define legal drafting? Explain the importance of legal drafting?
81. Define Partnership Deed? Explain contents ?
82. Explain Power of Attorney in detail with its types?
83. Explain lease deed with its model form?

### MODULE IV- IMPACT OF INFORMATION TECHNOLOGY ON COMMUNICATION

84. Define Voice Mail? Explain its advantages?
85. Explain Features and Application of internet?
86. Define Email? Explain advantages and email?
87. Define Mobile Phones? Explain Advantages and disadvantages?
88. Define Teleconferencing? Explain advantages and limitation?
89. Define Video Conferencing? Explain advantages of videoconferencing?

### MODULE V - INTRODUCTION TO MIS

88. Explain the characteristics of MIS?

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89. Explain the essentials of a good information system?
  90. Explain components of the information system?
  91. Explain the role of MIS?

## SECTION C

### MODULE I- COMMUNICATION

92. Explain in details barriers of communication and how to overcome barriers?1
93. Explain the various channels of communication.1
94. Explain the objectives, need and significance of communication.1
95. What is video conferencing? Mention its advantages.3
96. Write an essay on the services offered by the internet.3
97. Explain the following: a)E-mail b)Voice mail c)SMS3
- 98.Explain structure of MIS?5
99. Explain subsystem of MIS?5
100. Explain methods of communication?1
101. Explain power of attorney its types and formats?4
102. Prepare a partnership deed contents and samples?4
- 103.Explain advantages and capabilities of internet?3
104. Define SMS? Explain advantages and applications of internet?3
- 105.Define Mobile Phones? Explain advantages and disadvantages?3
- 106.Define Teleconferencing? Explain advantages and disadvantages?3
107. Explain Impact of information technology on communication?3
108. Explain benefits and advantages of MIS?5
- 109.Explain structure of MIS?5

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110. Explain role of MIS and Characteristics of MIS?5
111. What is a business report? Explain the features of business reports.2
112. Explain the structure of formal business reports.2
113. Write a letter to a company asking for information about a product you wish to buy.2
114. What is a business letter? What are the main parts of a business letter?2

