

Roll No.

Total No. of Pages : 02

Total No. of Questions : 07

BCA (Sem.-2)

**COMMUNICATION-II**

Subject Code : BSBC-201 (2011 & 2012 Batch)

Paper ID : [B1113]

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains SIX questions carrying TEN marks each and students has to attempt any FOUR questions.

**SECTION-A**

**I. Answer briefly :**

- i. Write two advantages of a good report.
- ii. Mention main types of reports.
- iii. Distinguish between bibliography and references.
- iv. What are Behavioural interviews?
- v. What is channel overload?
- vi. What does histogram depict?
- vii. Distinguish between Fax and E-mail.
- viii. What does pie-chart depict?
- ix. What is the purpose of proof reading?
- x. Write two advantages of Informal Communication.

**SECTION-B**

2. What is business communication? Discuss the general Principles of business communication. 10
3. a. How does grapevine operate in an organisation? How can the harmful effects of grapevine be controlled? 5
- b. Which barrier according to you require immediate attention in business communication? 5
4. a. Explain how a factual report will be different from an instructional report. 4
- b. Explain where the following are placed in a report and what are their uses?
- i. Table of Contents
  - ii. Appendix
  - iii. Glossary a2zpapers.com 2×3
5. What are the different types of Interviews? What are the steps to handle a technical interview? 10
6. Write a letter to notify your customer that a shipment has been delayed. 10
7. a. What is an Extempore? What is the purpose of Extempore? 5
- b. “*A leader is indispensable for group discussion*”. Do you accept this statement? Explain. 5