

**CDOE**  
**MASTER OF BUSINESS ADMINISTRATION (HUMAN RESOURCE) (CBCS - 2020 COURSE)**  
**M.B.A. (H.R.) Sem-I : WINTER :- 2021**  
**SUBJECT: BUSINESS COMMUNICATION**

**Day : Monday**  
**Date 14-02-2022**

**W-22982-2021**

**Time : 10:00 AM-12:00 PM**  
**Max. Marks: 50**

**N.B.**

- 1) Attempt any **THREE** questions from Section – I. Attempt any **TWO** questions from Section – II.
- 2) Figures to the right indicate **FULL** marks.
- 3) Solve both the sections in the **SAME** answer sheet.

**SECTION – I**

- Q.1** What are the various barriers to communication? Discuss measures to overcome these barriers. **(10)**
- Q.2** Describe the different networks of flow of communication in organizations with suitable diagrams. **(10)**
- Q.3** Write a detailed note on ‘Organizational communication’ i.e. Internal Communication within the organization. **(10)**
- Q.4** Discuss the role of Reading Skills for effective Business Communication. **(10)**
- Q.5** Write short notes on **ANY TWO:** **(10)**
- a) Qualities of a skillful presenter
  - b) Role of Technology in Communication
  - c) Cross cultural communication

**SECTION – II**

- Q.6** Discuss with illustrations the importance of Telephone Etiquette and Netiquette in today’s technology driven digital world. **(10)**
- Q.7** You are applying for the position of ‘Sales Representative’ in ‘ABC Pharmaceuticals’, draft a suitable Resume and Covering Letter. **(10)**
- Q.8** As an alumnus, you are invited as a Chief Guest for the Republic Day celebration in your school. Draft a suitable speech giving the message of patriotism to the students. **(10)**

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