

Reg. No

Name

B COM DEGREE END SEMESTER EXAMINATION - MARCH 2020**SEMESTER 2 : COMMERCE****COURSE : 19U2RCOM08 : BUSINESS COMMUNICATION AND MANAGEMENT INFORMATION SYSTEM***(For Regular - 2019 Admission)*

Time : Three Hours

Max. Marks: 75

Section A**Answer any 10 (2 marks each)**

1. What do you mean by 'teleconferencing'?
2. What do you mean by 'kinesics'?
3. Explain encoding.
4. What do you mean by solicited application letter?
5. What is a recommendation letter?
6. What is a power of attorney?
7. What is post script?
8. What do you mean by 'quotation'?
9. Explain the five processing functions of MIS.
10. List any two components of Information System.
11. What is risk?
12. What is XBRL?

(2 x 10 = 20)

Section B**Answer any 5 (5 marks each)**

13. Explain the various types of formal communication.
14. Explain space language and various types of it.
15. Explain the essentials of effective upward communication.
16. Write a letter of appointment.
17. Write a circular letter informing change in price.
18. Write an offer letter on annual reduction sale.
19. What are the disadvantages of ERP?
20. What are the various types of risks?

(5 x 5 = 25)

Section C**Answer any 3 (10 marks each)**

21. Enumerate the types of written communication.
22. Explain the barriers to communication.
23. State the essentials for drafting a letter of termination. Prepare a letter of termination/dismissal.
24. Explain the contents of a partnership deed.
25. Enumerate the benefits of MIS.

(10 x 3 = 30)