

**M. G. K. V. P. University, Varanasi**  
**B.C.A. (1st – Semester) Examination, 2018**  
**Business Communication (BCA 104)**

**Note :** Attempt any five questions. All questions carry equal marks.

1. "Communication means the process of passing information and understanding from one person to another." Explain. 15
2. Explain the main barriers of communication and give suggestion to remove them. 15
3. What are the essentials of a good listener ? What is the importance of listening ability in business communication ? 15
4. Write a note on the desired behaviour during group discussion. 15
5. What do you mean by Business Letters ? Explain the planning phase of a business letter. 15
6. Discuss the role of Fax, E-mail and video conferencing in communication. 15
7. What are the different types of Reports ? Explain them. 15
8. Write short notes on :  $7\frac{1}{2} \times 2 = 15$ 
  - (a) Uses of internet
  - (b) World Wide Web
9. Write short notes on :  $7\frac{1}{2} \times 2 = 15$ 
  - (a) 7C's of Communication
  - (b) What is meant by Resume ?
10. What are the various steps involved in conducting an interview ? Explain. 15

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