



**UA-0627**

**First Year B. Com. (Honours) Examination**  
**February / March – 2012**  
**Business Communication**

Time : 3 Hours]

[Total Marks : 70

**Instructions :**

(1)

नीचे दर्शावेल निशानीवाणी विगतो उत्तरवही पर अवश्य लખवी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
<b>FIRST YEAR B. COM. (HONOURS)</b>	<input type="text"/>
Name of the Subject :	<input type="text"/>
<b>BUSINESS COMMUNICATION</b>	<input type="text"/>
Subject Code No. : <input type="text"/> 0 <input type="text"/> 6 <input type="text"/> 2 <input type="text"/> 7	<input type="text"/>
Section No. (1, 2,.....) : <input type="text"/> NIL	<input type="text"/>
	Student's Signature

(2) Figures to the right indicate full marks.

(3) All questions are compulsory.

- 1 What do you mean by body language ? Discuss its various aspects. 10
- 2 List some tips for effective communication. 10
- 3 Distinguish between downward and upward communication networks. 10
- 4 What are the barriers to listening ? 10
- 5 Define the concept of group. Discuss various types of groups that are formed in an organization. 10
- 6 What is the role of planning, preparation and practice in a presentation ? 10
- 7 Write short notes (any two) : 10
  - (i) Use of visual aids in presentation
  - (ii) Kinesics
  - (iii) Grapevine
  - (iv) Tips for successful interview.