

**FIVE YEAR B.Com.. LL.B. (HONOURS) DEGREE  
EXAMINATION, JULY 2023**

**First Semester**

**FC2—BUSINESS COMMUNICATION AND MANAGEMENT INFORMATION SYSTEM**

(2022 Admissions—Regular/2018 to 2021 Admissions—Supplementary]

Time : Three Hours

Maximum : 75 Marks

**Part A**

*Answer any five questions.  
Each question carries 3 marks.*

1. What do you mean by Non-Verbal Communication ?
2. Write notes on Soft skill.
3. Narrate the concept of Power of Attorney.
4. Describe the meaning of Post script.
5. Define Information.
6. What is ISP ?

(5 × 3 = 15 marks)

**Part B**

*Answer any three questions.  
Each question carries 10 marks.*

7. Elucidate the important features of SMS.
8. Prescribe the layout depicting the important parts of a business letter.
9. Discuss the points to be considered while drafting a job application letter.
10. Draft a letter of complaint to ABC Furniture Mart for replacing 5 deluxe chairs which are irreparably damaged.

(3 × 10 = 30 marks)

**Part C**

*Answer any two questions.  
Each question carries 15 marks.*

11. What is Communication ? Discuss elaborately the need, process and different types of communication.
12. Enumerate the merits and demerits of various electronic media on communication.
13. Define MIS. Mention the need, benefits and the role of MIS in decision making in a business.

(2 × 15 = 30 marks)