

(Pages : 2)

Name.....

Reg. No.....

**SECOND SEMESTER M.Com. DEGREE EXAMINATION, JUNE 2017**

(CUCSS—PG)

**MC 2C 8—BUSINESS COMMUNICATIONS**

(2015 Admissions)

Time : Three Hours

Maximum : 36 Weightage

**Part A**

*Answer all questions.*

*Each question carries 1 weightage.*

1. What do you mean by Psychological communication ?
2. What is Layout ?
3. Give the meaning the proxemics ?
4. What do you mean by Mock Interview ?
5. State the meaning of principal and agent ?
6. Define Self-perception ?

(6 × 1 = 6 weightage)

**Part B**

*Answer any six questions.*

*Each question carries 3 weightage.*

7. What is communication process ? Explain various steps involved communication.
8. Explain the Postures and Gestures of Body language.
9. What is public relation ? State its ways of contacting to public ?
10. Discuss in detail the advantage and disadvantage of upward or downward communication ?
11. Write a detailed note on 'Group Discussion'.
12. Write a note on the importance of listening.
13. Write a letter of inquiry to wholesale clothes mart asking for their price list, catalogue and other information ?
14. Discuss the important factors that go into personality development ?

(6 × 3 = 18 weightage)

**Turn over**

## Part C

Answer any **two** questions.

Each question carries 6 weightage.

15. What is interview ? Explain the types of interview ?
16. What are barriers to communication ? Discuss language as barriers to communication ?
17. Define resume. Give an Gestures of the body language.

(2 × 6 = 12 weightage)