

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI  
(END SEMESTER EXAMINATION)**

**CLASS: B.TECH/BARCH  
BRANCH: CSE/IT/ECE/EEE/BARCH**

**SEMESTER : VI  
SESSION : SP/2023**

**SUBJECT: MT123 BUSINESS COMMUNICATION**

**TIME: 3 Hours**

**FULL MARKS: 50**

**INSTRUCTIONS:**

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
  2. Attempt all questions.
  3. The missing data, if any, may be assumed suitably.
  4. Before attempting the question paper, be sure that you have got the correct question paper.
  5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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	CO	BL
Q.1(a) Define the term Business Communication with a suitable diagram.	[5] 1	1
Q.1(b) Explain in brief the various barriers to communication.	[5] 111	
Q.2(a) Distinguish amongst the various types of communication. Which, according to you is the best? Give reasons	[5] 2,4,1	
Q.2(b) Action speaks louder than words and thus kinesics provides a deeper insight into the sender's message. Justify this statement.	[5] 2,5,2	
Q.3(a) Elaborate on the major differences between listening and hearing. How is listening important for a professional?	[5] 2,4,2	
Q.3(b) Read the passage and answer the questions that follow: Every moment of life is precious. Time is the essence of life. It is the wealth given to us by Nature. Everyday all of us get 24 hours; nothing less, nothing more. Now, it is up to us how we use it. People who know how to make the best use of every moment easily open the doors of success in their lives and those who misuse time get failures one after the other. There is a saying that, "Spent time and spent words cannot come back." Everybody is tied by the limits of time; even God respects the boundaries of time. Work wins appreciation only when it gets completed in a requisite time frame. Beyond the time allotted, work loses all its utility however good may have been its quality. Just as falling of rains after the crops have dried up have no use; likewise, when the time is past the deadline, the work loses its importance and value. When iron is hot it can be cast into whichever shape we want. Once it gets cold nothing can be made out of it, however, much we may beat the same. In the same way, a person who has learnt to wisely use his time and has understood how to cast himself according to the need of the time has actually learnt the true mantra of life. Shakespeare wrote in one of his plays, "I wasted time, and now doth time waste me." It is true that a person who wastes even a little bit of time loses wonderful opportunities that he could have otherwise availed of by utilizing that time. All the great leaders have one thing in common. They wisely utilize every moment of their time. When other people are busy in wasting time in laziness, great men are busy in making plans for the future. There is no person in history who wasted his time and still managed to achieve greatness. Therefore, there is great need to manage time wisely. "Careful Time Management" refers to careful planning of time and sincere execution of this plan. This is the only mantra to attain success in any endeavour. A simple change in outlook and some modification in one's daily routine can result in a big jump forward towards greater achievements. Q1) What is the essence of life? Q2) What is needed for careful time management ? Q3) What kind of people open the doors of success of their life ? (1+2+2) 4,1,3	[5]	
Q.4(a) Differentiate between the pair of words: 1)Cession, Session ( 2) Curb, Kerb (3) Currant, Current (4) mantel, mantle (5) Pore, Pour	[5] 4,4,3	

- Q.4(b) Write one word for the following [5] 2,3,3
- 1) The study of languages
  - 2) Study of election trends
  - 3) An imaginary society free from crimes and poverty
  - 4) Few words packed with meaning, concise
  - 5) One who believes in the theory of only one God
  - 6) One who hates mankind
  - 7) A person who loves food and finds pleasure in eating and drinking
  - 8) A person who loves music
  - 9) Someone who is wrongly blamed for things that others have done
  - 10) Study of collection of coins, tokens, paper money etc
- Q.5(a) M/s Anna Enterprise, 177 Mahabalipuram, Chennai, is the seller of high quality local and foreign furniture for home and office. It has purchased 100 nos. office desks and 200 nos. chairs from Michael Furniture Ltd. Kuala Lumpur, Malaysia, on November 20, 2020. After receiving the shipment, some of the desks were found defective. Prepare a complaint letter to the manager of Michael Furniture Ltd. [5] 5,6,5
- Q.5(b) Why are reports written? Elaborate on the various types of reports. [5] 4,2,5

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