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**M.C.A. (Commerce Faculty) (Semester V) EXAMINATION, 2016
508 : BUSINESS AND PROFESSIONAL SKILLS
(2013 PATTERN)**

Time : Three Hours

Maximum Marks : 50

N.B. :— (i) All questions are compulsory.

(ii) Figures to the right indicate full marks.

1. Define the term 'Communication'. Explain in detail the objectives and functions of communication. [10]

Or

What do you mean by cross-culture communication ? Explain the need of cross culture communication studies.

2. Communication follows a process. Explain. [10]

Or

What is formal communication within an organization ?

3. Explain the importance of body language in an organization. [10]

Or

Explain various Intercultural factors which effect in communicational aspect.

4. Write in short process of communication and about report writing. [10]

Or

Write in short International etiquette and about understanding culture.

5. A proper planning is required before making a speech. Explain the steps. [10]

Or

What are barriers to communication ? How do you overcome those ?