

Following Paper ID and Roll No. to be filled in your Answer Book.

PAPER ID : 478006

Roll  
No.

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**B. Com.(Hons) Examination 2021-22**  
**(Even Semester)**

**BUSINESS COMMUNICATION**

*Time : Three Hours] [Maximum Marks : 60*

**Note :-** Attempt all questions.

**SECTION - A**

1. Attempt all parts of the following : 8 x 1 = 8
- (a) "Communication is the life blood of business"  
Explain.
  - (b) Explain the concept of formal communication channel.
  - (c) Define conflict.
  - (d) Explain the concept of problem solving group with suitable example.

**[P.T.O.]**