

INDIRA UNIVERSITY, PUNE

SET-3

SCHOOL OF COMMERCE AND ECONOMICS- BCOM

Backlog Examination (2025 Pattern) April/ May – 2026 - Semester – I

Subject Name: English Communication-I
Subject Code: 25COM113T

Max. Marks: 25
Time: 1:30 Hrs.

Instructions

- All questions are compulsory
- Draw neat diagrams wherever applicable

CO #	Cognitive Ability	Course Outcome
CO1	Remember	The definitions, key concepts, and characteristics of professional communication, including business letters and soft skills.
CO 2	Understand	The principles, process, and importance of communication, as well as identify barriers and suggest remedies. They will also demonstrate an understanding of the essentials and layout of business letters.
CO4	Analyse	Analyze communication problems and challenges, identifying barriers and suggesting practical remedies. They will also evaluate the effectiveness of business letters and soft skills in a professional context.
CO5	Evaluate	Assess the quality of business communication in real-world examples, evaluating the effectiveness of communication methods, business letter formats, and soft skills in professional environments.

Q1.	Attempt all the questions. (5 Marks) 1. The word Communication is derived from <i>communis</i> (Latin) which means 1. Common 2. Community 3. Message 4. oral speech 2. Which of the following statement is correct 1. There is no difference in hearing and listening 2. Hearing is a contious effort to understand 3. listening is a contious effort to understand 4. hearing and listening are not the synonyms Answer options: 1. 1 & 2 2. 1 & 3 3. 3&4 4. 2 &4	CO1 CO2
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	3. Communication is ----- of facts, ideas and opinions by two or more persons 1. Exchange 2. Management 3. Control 4. None of above 4. Gestures is an example for ----- 1. body language 2. grammar 3. speeches 4. Written 5. The sender must always provide for ... 1. Noise 2. feed back 3. barriers 4. Selecting perceptions	
Q2.	Attempt any 1 out of 2 (10 Marks) a. Explain the key features of communication and analyze their importance in effective interpersonal and organizational interactions. b. Explain the different types of communication and analyze their relevance in achieving effective interaction in organizational settings.	CO 4
Q3	Attempt any 1 out of 2 (10 Marks) a. Discuss the importance of business letters in professional communication. Evaluate their role in maintaining formal relationships and ensuring clarity in business transactions b. Explain the art of effective speaking in communication. Evaluate its impact on interpersonal relationships and organizational success.	CO 5
