

**Dr. Babasaheb Ambedkar Open University, Ahmedabad**

**Term-End Examination : January-2026**

**Course Name : MBA**

**Date : 19-02-2026**

**Subject Name : Business Communications**

**Time : 11:30AM TO 01:45PM**

**Subject Code : MBA01C104**

**Max Marks : 70**

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**Q.-1. Answer the following question (Attempt any one) in about 1200 words. ( 14 )**

- (1) What is report? Explain objectives and importance of Report.
- (2) Explain formats of report in detail.

**Q.-2. Answer the following question (Attempt any one) in about 1200 words. ( 14 )**

- (1) What is Group communication explain functions of group communication
- (2) What is Team? Write characteristic of successful team

**Q.-3. Answer the following question (Attempt any one) in about 1200 words. ( 14 )**

- (1) Explain the question and sample answer of “tell me about yourself”
- (2) What is e-mail writing? Discuss Netiquettes and pros and cons of it.

**Q.-4. Write answers to any one of the questions given below (in 1,200 words). ( 14 )**

- (1) Give tips of negotiation
- (2) What is communication? explain the characteristics of communication and process of communication.

**Q.-5. Write short notes on any three of the following topics. ( 9 )**

- (1) Explain Chaos Theory
- (2) Write Essential elements of oral and written communication
- (3) Which are the detrimental factors for Intercultural and International Groups?
- (4) Explain groupthink in detail
- (5) What is Intrapersonal Communication?

**Q.-6. Select the correct response for each of the following questions ( 5 )**

**(1) \_\_\_ is the optional element in business letter**

- A) Heading
- B) Date
- C) Subject
- D) Salutation

**(2) Team members are not much familiar to each other in \_\_\_\_ stage of team development.**

- A) forming
- B) norming
- C) storming
- D) adjourning

**(3) Types of verbal communications are**

- A) 1
- B) 2
- C) 3
- D) 4

**(4) The recognition of collective group performance causing diminished individual zeal to work towards goal fulfilment is known as**

- A) groupthink
- B) social loafing
- C) grapevine
- D) internal channel noise

**(5) \_\_\_ is list of technical terms used in the report.**

- A) Glossary
- B) References
- C) List of Abbreviations
- D) Bibliography

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