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**BCS-055**

**BACHELOR OF COMPUTER  
APPLICATIONS (BCA) (REVISED)**

**Term-End Examination**

**June, 2022**

**BCS-055 : BUSINESS COMMUNICATION**

*Time : 2 Hours*

*Maximum Marks : 50*

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**Note :** *Answer all questions.*

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1. Read the following passage and answer the questions given below it :

Relationships with colleagues is probably one of the most difficult problems with which the junior worker is faced. For one thing, there is always a certain element of competition between staff for promotion, and this can lead to all kinds of suspicion of the motives of fellow workers. The ambitious drive of some people can make them very difficult to work with. It can be very disturbing, for example, to discover that one's mistakes are being relayed to the

**P. T. O.**

‘higher-ups’ by colleagues who are seeking to benefit themselves by that method. Unfortunately, human nature being what it is, this kind of situation does happen, and when it is discovered, the relationships within an organisation can be seriously impaired. This is not an easy situation to deal with because there is little defence against an accusation which is justifiable. The fact that we are all prone to error is no real defence. What irritates and frustrates us the most is that we have been betrayed by those with whom we work, and once the resentment and suspicion get to work, our ‘communicability’ is lessened because we become more guarded and less than frank with our colleagues.

Perhaps we should look at a couple of the main motives which make the promotion seeker what he is.

The first motive, not unnaturally, is the desire to earn more money. Most of us never seem to have enough money anyway, and it is not

unreasonable to want more. The age we live in places a high value on the possession of money and what it can buy, so the urge to increase our income is very strong in most of us.

The second motive behind promotion seeking is what we loosely called 'status'. This is closely linked with money, of course, but is based on the belief that the higher up the ladder we climb, the more we receive the satisfactions of respect and authority. We may certainly acquire a measure of power and authority, but respect is another matter. Respect depends more on the nature and personality of a person than on his position in an organisation.

It is important to recognise the efforts, even among junior staff, to acquire both money and status and to be aware of the kind of threat they create to human relationships at this level.

1. (a) Suggest two difficulties that junior workers face in their relationships with colleagues. 2

- (b) When is our 'communicability' lessened at the workplace and why ? 3
- (c) What are the motivates that drive a promotion seeker ? 2
- (d) What does the writer mean when he says "respect is another matter" ? 2
- (e) Give a suitable title to the passage. 1
- (f) Give opposites of the following words from the passage : 4
- (i) disturbing
  - (ii) frank
  - (iii) increase
  - (iv) strong
- (g) Make sentences with the following words/ phrases from the text : 6
- (i) suspicion
  - (ii) ambitious drive
  - (iii) impaired
  - (iv) high value
  - (v) status
  - (vi) personality

2. There has been a fire in your office. Write a report in about 250 words on : 10
- How it started
  - Any casualties/injuries
  - How it was put out
  - What steps to prevent further occurrences
3. Write short notes on any *two* of the following : 10
- (a) Planning an event
  - (b) Travelling for business
  - (c) The importance of small talk in business
  - (d) Dealing with problem letters
4. Fill in the blanks with appropriate linkers in the box : 5

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| but, besides, in addition,<br>as well, and, either, moreover |
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- (a) ..... to shorthand, she is qualified in bookkeeping.
- (b) The new job pays a higher salary ..... being closer to home.

- (c) The manager wasn't fair and he wasn't honest .....
- (d) He told me the reason why he left and many more things .....
- (e) He lost half a fortune, ..... he managed to save his life.
5. Fill in the blanks with appropriate form of the verbs given in brackets : 5
- (a) When we .....(read) about the Titanic, the story was not new to me because I ..... (see) the movie.
- (b) When the Titanic ..... (leave) England, many of the lifeboats ..... (passive : remove).
- (c) When the Titanic sank, a rescue ship ..... (come) to pick up the survivors.