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GIET UNIVERSITY, GUNUPUR – 765022

B. Tech (Eight Semester – Regular) Examinations, April – 2024

BOECS8012/BPECT8022/BOEEC8040/BOEEE8021- Business Essentials

(CSE ,CST, ECE,EEE)

Time: 3 hrs

Maximum: 70 Marks

The figures in the right hand margin indicate marks.

PART – A: (Multiple Choice Questions)

(1 x 10 = 10 Marks)

Q.1. Answer **ALL** questions

- a. Which type of issues are first level managers routinely influenced by?
 - i. long range issues
 - ii. short range issues
 - iii. strategic issues
 - iv. shareholder issues
- b. Which form of reports takes place from the subordinates to superiors?
 - i. Visual Communication
 - ii. Downward Communication
 - iii. Upward Communication
 - iv. Face-to-Face communication
- c. Select the best way to manage your time
 - i. Ignore all ad hoc tasks
 - ii. Prioritize the task assigned
 - iii. Delay any unnecessary work
 - iv. All of the above
- d. Why we try to manage our time?
 - i. We can create more time for us.
 - ii. We can work more or less, depending on our schedule.
 - iii. We can complete more work in the time that we have available.
 - iv. None of the above
- e. Where does the “salutation” part comes in the letter
 - i. Comes inside the address of the letter
 - ii. Begins at left hand margin of the letter
 - iii. Comes in the body of the letter
 - iv. Comes at the end of the letter
- f. Which of the below statements is true?
 - i. Deadlines are always a motivating factor
 - ii. Time management principles do not apply to the staff primarily engaged In routine tasks
- g. Select the quality of a teamwork
 - i. Easy decision making
 - ii. You get credit for your achievement
 - iii. Independence
 - iv. Communication
- h. What is the name given to the standards of moral behavior?
 - i. Legality
 - ii. Loyalty
 - iii. Ethics
 - iv. Integrity
- i. What is the connector able to do?
 - i. Person who connects people with each other
 - ii. Person who negotiates for a better deal
 - iii. Person who mentors you and hopes to benefit at one point
 - iv. Person who pushes you towards your goal
- j. Select the best option which explains a leader
 - i. A member with bad behavior
 - ii. The one making decisions
 - iii. The one teaching the subject in the team
 - iv. The main source of the team

PART – B: (Short Answer Questions)**(2 x 10 = 20 Marks)**Q.2. Answer **ALL** questions

- a. Why job satisfaction is important for an employee in today's world?
- b. Define interpersonal skill.
- c. What are the different types of interpersonal skill?
- d. How to strategically prevent conflicts of interest at work?
- e. When does a conflict of interest occur?
- f. How to handle conflicts of interest?
- g. Differentiate between business communication and general communication.
- h. What is the importance of communication in a company?
- i. Define business Communication.
- j. What are the different types of business communication?

PART – C: (Long Answer Questions)**(10 x 4 = 40 Marks)**Answer **ALL** questions**Marks**

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| 3. a. | What is the need for communication? Explain the significance of communications. | 10 |
| | (OR) | |
| b. | Elaborate on the five stage model of group development. | 10 |
| 4. a. | Explain the key elements of reports. | 10 |
| | (OR) | |
| b. | Explain the importance of business reporting. | 10 |
| 5. a. | Explain different methods of business communication | 10 |
| | (OR) | |
| b. | What are the challenges of business and general communication? | 10 |
| 6. a. | What are the function of business communication? | 10 |
| | (OR) | |
| b. | Briefly define general communication. | 10 |

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