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**SUBJECT CODE NO:- 3058**  
**FACULTY OF COMMERCE AND MANAGEMENT**  
**B.Com F.Y (Sem. II)**  
**Examination March/April-2022 (To Be Held In June/July-2022)**  
**IT- Application in Business-II**

[Time: 2:30 Hours]

[Max. Marks:50]

Please check whether you have got the right question paper.

N.B

1. Q.No.1 is compulsory.
2. Solve any three questions from Q.2 to Q.6

Q.1 A) Multiple choice questions:

04

- 1) Transforming thoughts, ideas and messages into verbal and non-verbal signs is referred to  
a  
a) Channelization  
b) Mediation  
c) Encoding  
d) Decoding
- 2) The ----- is the person who transmit the messages.  
a) Receiver  
b) Driver  
c) Sender  
d) Cleaner
- 3) ----- are used commonly for issuing instructions to the staff.  
a) Memos  
b) Office notes  
c) Office order  
d) None of these
- 4) E-mail stands for -----  
a) Electromagnetic mail  
b) Electronic mail  
c) Engine mail  
d) Electronic man

## B) Fill in the blanks

- 1) ----- is a popular social networking website which is used to connect with people online.
- 2) ----- helps us to learn anywhere using internet.
- 3) The ----- is the place for the writer to hand writer his name.
- 4) ----- are used by a competent authority for issuing instructions for internal administration like charge of working hour, warning letter, show cause notice etc.

Q.2 What do you mean by communication? State the importance of communication. 14

Q.3 What do you mean by Business letter? Explain the components of business letter. 14

Q.4 Define electronic communication. Explain advantages and disadvantages of electronic communication. 14

Q.5 Define mail? Explain types of mail 14

Q.6 Write short notes:- 14

- 1) Preparing the Resume
- 2) Social networking sites