

QP CODE 2010551101

Reg. No

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DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – JUNE 2024

Semester: I

055LA11/351SE30 BUSINESS COMMUNICATION

Time: 3:00 Hours

Max. Marks: 100

Answer any FIVE Questions (5 x 20 = 100 Marks)

1. a) Briefly discuss the following types of noun: proper, common, uncountable, collective and abstract nouns. **(10 Marks)**
b) Which word is a preposition in the sentence, “she was leaning against the table as the teacher asked her some questions”? **(10 Marks)**
2. a) Explain the 5 keys elements in a communication Process. **(10 Marks)**
b) Indicate the benefits of a group discussion. **(5 Marks)**
c) What is “business Communication”? **(5 Marks)**
3. a) Explain the disadvantages of using a “group discussion method” in seminars at places of work. **(10 Marks)**
b) Define “a meeting”. **(5 Marks)**
c) What is meant by “a quorum” with respect to meetings? **(5 Marks)**
4. a) Name any 5 departments that may exist in a company. **(5 Marks)**
b) List 5 important items that are found on every agenda of the meeting. **(5 Marks)**
c) Explain the duties of the Secretary at a meeting. **(10 Marks)**
5. a) What is the difference between “note taking” and “note making”? **(10 Marks)**
b) The skill of debating is a very important tool especially during meetings. Discuss. **(10 Marks)**
6. a) What is a clause? **(5 Marks)**
b) State the importance of the “reference section” in a business letter. **(5 Marks)**
c) Explain any 5 uses of a full stop. **(10 Marks)**

7. a) Explain the following types of communication channels: Vertical, diagonal, horizontal and Grapevine. **(10 Marks)**
- b) List any 5 Communication barriers that may occur on the part of the sender in a work place. **(5 Marks)**
- c) State the full meaning of the item “Any Other Business, (AOB) on a meeting agenda. **(5 Marks)**