



**BOWEN UNIVERSITY, IWO**  
**(OF THE NIGERIAN BAPTIST CONVENTION)**  
**COLLEGE OF MANAGEMENT AND SOCIAL SCIENCES (COMSS)**  
**B.SC. INDUSTRIAL RELATIONS AND PERSONAL MANAGEMENT DEGREE**  
**2023/2024 SECOND SEMESTER EXAMINATION**

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<b>COURSE TITLE:</b>	<b>BUSINESS COMMUNICATION</b>
<b>COURSE CODE:</b>	<b>IRP 208</b>
<b>CREDIT:</b>	<b>2 UNITS</b>
<b>DATE:</b>	<b>JUNE 13, 2024</b>
<b>TIME:</b>	<b>2 HOURS</b>
<b>INSTRUCTION:</b>	<b>ANSWER QUESTION 1 AND ANY OTHER 2 QUESTIONS</b>

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- Q1) a. Good communication can help to minimize conflicts and prevents unnecessary misunderstanding. Discuss why effective communication is very important in an organization's supervision. (10 marks)
- b. Using an appropriate diagram, explain the five areas needed for better communication to take place. (20 marks)
- Q2) State the types of communication with their advantages and disadvantage (20 marks)
- Q3) Discuss the first five ways of making communication better (20 marks)
- Q4) a. Why is business communication important? (8 marks)
- b. Categorize and explain business communication into their two major formats (12 marks)
- Q5) Briefly discuss five major problems that effective business communication solves (20 marks)