



BOWEN UNIVERSITY, IWO
(OF THE NIGERIAN BAPTIST CONVENTION)
COLLEGE OF MANAGEMENT AND SOCIAL SCIENCES (COMSS)
BUSINESS ADMINISTRATION PROGRAMME

B.Sc. INDUSTRIAL RELATIONS AND PERSONNEL MANAGEMENT DEGREE
2022/2023 SECOND SEMESTER EXAMINATION

COURSE CODE: IRP 208
COURSE TITLE: Business Communication Skills II
CREDIT: 2
TIME: 2 HOURS
INSTRUCTIONS: ANSWER QUESTION 1 AND ANY OTHER 2 QUESTIONS
DATE: JUNE 22, 2023

1a. As a business expert, how important is communication to business? Justify your answer with five points. **(20 Marks)**

1b. Communication can be inhibited by a lot of factors. Give a description of any five factors **(10 Marks)**

2. Business communication is essential in achieving organizational goal. However, an effective communication should follow a process. Discuss **(20 Marks)**

3a. As a business consultant, describe four ways through which communication is expected to flow in an organization. **(16 Marks)**

3b. Outline four ways that can be explored to improve communication **(4 Marks)**

4. There are four different communication skills that are needed in the day to day business activities. Discuss **(20 Marks)**

5a. Your managing director finds it difficult to convey meetings from time to time, he sees it as a time waster. Convince him as the deputy director on why meeting is highly important. Justify your answers with five points **(15 Marks)**

5b. Outline 5 classifications of business report **(5 Marks)**