



BOWEN UNIVERSITY, IWO
College of Management and Social Sciences
Industrial Relations & Personnel Management Programme
Second Semester 2021/2022 Examination

Level	: 200
Course Title	: Business Communication I
Course Code	: IRP 208
Credit	: 2
Instruction	: Attempt question 1 and any other two questions
Time Allowed	: 2 Hours
Date	: Thursday, 14 th July 2022

1. a) Make a list of four hedging techniques with two examples each in business report writing (10 Marks)
b) Briefly explain five important aspects of a Business report. (10 Marks)
c) Discuss how communication flows in an Organisation (10 Marks)
2. a) Carefully explain the contents of a Proposal (15 Marks).
b) Differentiate between a Letter and a Proposal (5 Marks).
3. a) Describe the three Writing process (15 Marks)
b) Give five factors to be considered before choosing a media (5 Marks)
4. a) An effective communication channel is necessary to ensure that managers are able to achieve employee's productivity this will aid the smooth running of the organization. Succinctly describe the channels of Communication (10 Marks)
b). Outline five advantages and disadvantages of grapevine communication. (10 Marks)
5. a) Describe the two forms of Communication (10 Marks)
b) State five advantages and disadvantages of Oral Communication. (10 Marks)