

B. Com. – II Group 'F'

Paper No. XII: Business Communication and Computer

Part – A

1. **Elements of Communication:** (a). Forms of Communication: Formal and Informal, Interdepartmental, Verbal and Nonverbal; Active listening and critical thinking (b). Communication Channels (c). Communication Breakdown (d). Communicating Ethics (e). Soft Skills – Personality Traits; Interpersonal Skills; Leadership.
2. **Communication in Business Environment:** (a). Business Meetings – Notice, Agenda, Minutes, Chairperson's Speech (b). Press Releases (c). Corporate Announcements by Stock Exchanges (d). Reporting of Proceedings of a meeting.
3. **Basic Understanding of Legal Deeds and Documents:** (a). Partnership Deed (b). Affidavit (c). Memorandum and Articles of Association of a Company (d). Annual Report of a Company.

Part – B

4. **Introduction to Computer:** (a). Computer Hardware – Classification of Computer – Personal Computer, Workstation, Servers and Super Computers; Computer Components – CPU, Input Output Devices, Storage Devices; (b). BUS, I/O CO Processors, Ports (Serial, Parallel, USB Ports), Expansion Slots, Add on Cards, On Board Chips, LAN Cards, Multimedia Cards, Cache Memory, Buffers, Controllers and Drivers; (c). Computer Software – System Software – Operating System, Open Source Software, Translators (Compilers, Interpreters and Assemblers), System Utilities; General Purpose Software / Utilities – Word Processor, Spread Sheet, DBMS, Scheduler / Planner, Internet Browser and E-Mail Clients.
5. **Data Storage and Retrievals:** (a). Data and Information Concepts: Bits, Bytes, KB, MB, GB, TB; (b). Data Organisation and Access Storage Concepts: Records, Fields, Grouped Fields, Special Fields Like Date, Integers, Real, Floating, Fixed, Double Precision, Logical, Characters, Strings, Variable Character Field (Memo); Key, Primary Key, Foreign Key, Secondary Key, Referential Integrity, Index Fields, Storage Techniques: Sequential, Block Sequential, Random, Indexed, Sequential Access, Direct Access, Random Access Including Randomizing Logical Structure and Physical Structure of Files.
6. **Mathematics for Computer Application**
 - a. Numbers: Natural numbers, Integers, divisor of an integer, g.c.d. and l.c.m. of two integers, prime integer, Rational number, Irrational number, Real number and Complex number, Absolute value of a Real number.

- b. Set Theory: Subset, Superset, Power of a Set, Set Operations such as Union, Intersection, Difference, Symmetric difference and Cartesian product of two sets; Venn diagram.
- c. Permutation and Combination: Basic principles of counting, properties of ${}^n P_r$ and ${}^n C_r$
- d. Binomial Theorem for positive integral index.