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BEGS-186

BACHELOR OF ARTS

(GENERAL)

(BAG)

Term-End Examination

December, 2025

BEGS-186 : BUSINESS COMMUNICATION

Time : 3 Hours

Maximum Marks : 100

Note : Answer all questions.

1. Read the following passage carefully and answer the questions given below :

In recent years, technology has become an indispensable part of education. From online learning platforms to digital classrooms, technology has transformed how students and teachers interact with knowledge. The

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integration of technology into education has made learning more accessible, engaging, and flexible. It allows students to learn at their own pace and provides them with access to vast resources, breaking the barriers of time, location, and even economic constraints.

One of the most significant advantages of technology in education is the ability to reach students who were previously excluded from traditional learning environments. Through online courses and digital platforms, learners in remote areas or those unable to attend regular classes due to financial or personal reasons can now access quality education. Technology has also made learning more interactive. Tools like educational videos, virtual simulations, and online assessments engage students in a way that traditional methods may not.

Additionally, technology fosters collaboration among students and teachers. Digital platforms allow for real-time discussions, group projects, and peer-to-peer learning. Teachers, too, can share resources, provide feedback, and track student progress more efficiently. With the advent of artificial intelligence, personalized learning experiences have become possible, catering to the individual needs and learning styles of students.

However, while technology offers numerous benefits, it also poses challenges. There is a growing digital divide between those who have access to technology and those who do not. Moreover, the over-reliance on technology may reduce face-to-face interaction and critical thinking if not balanced properly.

In conclusion, technology has revolutionized education, making it more accessible, interactive, and collaborative. It provides unprecedented opportunities for learners worldwide, though it is essential to address its challenges to ensure that technology continues to enhance, rather than replace, the human elements of education.

Questions :

- (i) How has technology made education more accessible, according to the passage ? 2
- (ii) What are some ways in which technology has made learning more interactive ? 2

- (iii) How does technology foster collaboration between students and teachers ? 2
- (iv) What is the role of artificial intelligence in education, as mentioned in the passage ? 2
- (v) What are the challenges posed by the growing use of technology in education ? 2
- (vi) Pick out words from the passage which mean the same as the following : 6
- (a) Accessible
 - (b) Interactive
 - (c) Collaboration
 - (d) Advantage
 - (e) Traditional
 - (f) Efficient

(vii) Explain the basic idea of the passage.

How does the author describe the impact of technology on education, and what are the key benefits and challenges mentioned ? 4

2. Write short notes on any *two* of the following. Give examples : 2×10=20

(i) Essentials of a business report

(ii) Importance of small talk

(iii) Features of a CV

(iv) Psychological barriers to communication

3. Complete the following sentences by using the correct tense of the verbs given in brackets : 10

(i) By the time she arrives, we _____
(finish) our dinner.

- (ii) I _____(read) this book several times already.
- (iii) They usually _____ (go) to the gym on weekends, but this week they _____ (stay) home.
- (iv) When I was a child, I _____ (want) to be an astronaut.
- (v) If it _____(rain) tomorrow, we will cancel the picnic.
- (vi) The sun _____ (rise) in the east every morning.
- (vii) She _____ (learn) Spanish for three years before she moved to Madrid.
- (viii) Right now, he _____ (watch) a documentary on climate change.

(ix) They _____ (not see) each other since they graduated from university.

(x) Next week, I _____ (travel) to Italy for a business conference.

4. Complete the following sentences by using the correct comparative or superlative form of the adjectives given in brackets : 10

(i) This road is the _____ (narrow) in the entire city.

(ii) My new laptop is _____ (powerful) than my old one.

(iii) The Amazon is the _____ (long) river in South America.

(iv) His explanation was _____ (clear) than mine.

(v) This is the _____ (expensive) restaurant in town.

(vi) Winter nights are _____ (cold) than autumn nights.

(vii) The Pacific Ocean is the _____ (deep) ocean in the world.

(viii) Her performance was _____ (good) than I expected.

(ix) This is the _____ (popular) tourist attraction in the country.

(x) Running is _____ (healthy) than sitting all day.

5. You have been selected for a prestigious international student exchange programme. Write a note to your friend about this achievement in about **250** words : 20

(i) Describe the application and interview process.

(ii) Outline your aspirations and challenges faced.

- (iii) Discuss your interaction with fellow exchange students.
 - (iv) Talk about your feelings about studying abroad and being away from family.
6. Write a dialogue between a mentor and a student discussing the significance of setting long-term goals for personal and professional growth. 20

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