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Paper. Business Communication

Question No 1 / Answer:-

### Barriers to Communication

#### 1. Semantic Barriers:

- ⇒ Badly Expressed Message
- ⇒ Symbols with different meaning
- ⇒ Faulty Translation
- ⇒ Unclassified assumptions
- ⇒ Technical Jargon
- ⇒ Body language and Gesture decoding.

#### 2. Psychological Barriers:

- ⇒ Premature evaluation
- ⇒ Lack of attention
- ⇒ Loss by transmission and poor retention
- ⇒ Distrust

#### 3. Organisational Barriers:

- ⇒ organisational policy
- ⇒ Rules and regulation
- ⇒ complexity in organisational Structure.

- ⇒ organisational facilities
- ⇒ status of relationship

#### 4. personal Barriers:

- ⇒ Fear of challenges to authority
- ⇒ Lack of confidence of superior towards subordinate.
- ⇒ Unwilling to communication
- ⇒ Lack of proper incentives.

#### 5. Cross Cultural/Geographic Barriers:

→ Cross cultural (geographic) barriers: culture is a shared set of values and attributes of a group. The communication barriers are also seen because of time, geographic locations, and the effects of time upon reception of the message and other cross cultural factors.

#### ⇒ Solution for the Barrier of Communication

##### ① Eliminating differences in perception.

The organisation should ensure that it is recruiting right individuals on the job. It's the responsibility of the interviewer to ~~be~~ has command over the written and spoken language.

(3)

2) use of simple language.  
use of simple and clear words should be emphasized use of ambiguous words and jargons should be avoided.

3) Reduction and elimination of noise level.  
noise is the main communication barrier which must be overcome on priority eliminate that source.

4) Emotional state

During communication one should make effective while communication as the receiver might misinterpret the message being delivered.

5) Avoid information overload.

The managers should know how to prioritize their work. They should not overload themselves with the work. they should spend quality time with their subordinates and should listen to their problems and feedbacks actively.

④ ①

## Question ② Business Letter Format

[ Your Name ]

[ Street, Address ]

[ Today's date ]

[ Name of Recipient ]

[ Title ]

[ Company ]

[ address ]

[ city, st Zip Code ]

Dear, (name of Recipient) (if unknown, use To Whom)

(short introduction paragraph, stating purpose.)

[ additional information ]

[ Closing information, summary or thank you as appropriate ]

[ sign Here ]

[ your Name ]

[ Title - ]

⇒ Essential and Non-Essential position of business letter.

- ① Non-Essential :
- ⇒ Addressee notation
  - ⇒ Reference Number
  - ⇒ Mailing Notation
  - ⇒ Reference initial
  - ⇒ Subject line
  - ⇒ enclosure.

- ⇒ Copy Notation
- ⇒ post-script
- ⇒ Second-page heading

### \* Essential positions:

- ⇒ writer's Name and Address/Letterhead
- ⇒ Date
- ⇒ Recipient name and company address.
- ⇒ Subject
- ⇒ Body of the letter
- ⇒ Complimentary close
- ⇒ Signature of writer/Name of Job <sup>and</sup> title
- ⇒ Encl

### Question Nos./Answer:-

#### \* SEVEN C's of communication:

- ① Completeness
- ② Concreteness
- (3) Clarity
- (4) Courteous
- (5) Conciseness
- (6) Consideration
- (7) Correctness

## Question 3, 2nd part 1.

→ Conciseness:-

≡ A concise message saves time as well as cost of both the sender and receiver. It underlines and highlights the main message and avoids us by ~~excessive~~ excessive and needless words.

→ Consideration:-

= in communication means understanding the human nature. It demands to put one self in the place of the receiver while composing a message.

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→ Conciseness is a necessity for effective communication

→ Conciseness message is more appealing and comprehensible to the audience.

→ Conciseness message is non-repetitive in nature.

→ Effective communication must take the audience into consideration

→ Emphasize on "you" approach.

→ Ensure that the self-respect of the audience is maintained and their emotions are not at harm.