



University of Kelaniya - Sri Lanka
Centre of Distance and Continuing Education
Bachelor of Business Management Degree First Examination (External) –
2024- (New Syllabus)
BMGT 18075 – Business Communication

No. of questions: 04

Total marks: 100

Time: 3 hours

Index No:

Answer all questions.

Question No.	Marks	
	Examiner 01	Examiner 02
01		
02		
03		
04		
Total (100%)		



1. Reading comprehension (30%)

Read the two reading passages given below and answer the questions that follow each passage.

A) Decision-Making in Teams

Making decisions in a business environment often involves collaboration. However, the way decisions are made can differ significantly between teams and organizations.

At a multinational company, a team was asked to decide on a new marketing strategy. John, an American team member, believed decisions should be made quickly to maintain momentum. He pushed for immediate action, even when not all team members had expressed their opinions.

Meanwhile, Amina, a team member from Kenya, preferred a more inclusive approach. She believed that everyone should have the opportunity to contribute before a decision was made. She felt uncomfortable when discussions moved too quickly.

Another colleague, Lars from Sweden, emphasized consensus. He encouraged the group to discuss ideas thoroughly until everyone agreed. Although this approach took more time, he believed it would lead to stronger commitment from the team.

However, not everyone appreciated this method. Some team members felt frustrated by the slow pace and wanted to move forward more quickly. As a result, the team struggled to reach a decision efficiently.

Why do these differences matter?

Decision-making styles are influenced by cultural values, personality traits, and organizational expectations. Some workplaces value speed and efficiency, while others prioritize collaboration and agreement.

To work effectively in diverse teams, it is important to recognize these differences. Teams can benefit from setting clear expectations about how decisions will be made. For example, they might agree on deadlines, voting systems, or discussion time limits.

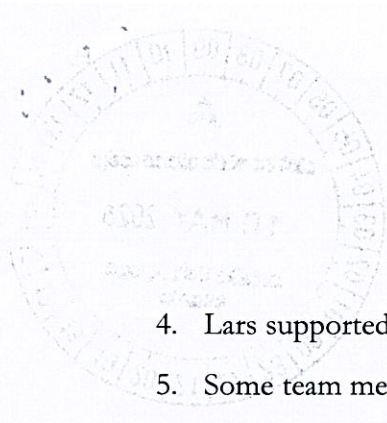
By balancing different approaches, teams can make better decisions while ensuring that all members feel valued and heard.

Source: <https://learnenglish.britishcouncil.org/free-resources/reading/c1/managing-problem>

Are these sentences true or false? Write 'True' if the sentence is correct or 'False' if it is wrong.

(1 mark × 8 = 8 marks)

1. All team members agreed on how decisions should be made. (.....)
2. John preferred quick decision-making. (.....)
3. Amina believed decisions should include everyone's input. (.....)



4. Lars supported making decisions without discussion. (.....)
5. Some team members were unhappy with the slow decision-making process. (.....)
6. Decision-making styles can be influenced by culture. (.....)
7. Teams should avoid setting rules for decision-making. (.....)
8. Combining different approaches can improve decisions. (.....)

B) Leadership and Motivation

Strong leadership plays a vital role in the success of any organization. A good leader not only guides their team but also motivates individuals to perform at their best. However, different leaders use different approaches to inspire their teams.

When Alex became a team leader, he believed that strict supervision was the best way to ensure productivity. He closely monitored his team’s work and corrected mistakes immediately. Although this improved accuracy, some employees felt stressed and less confident.

In contrast, Priya, another team leader, focused on encouragement and support. She regularly praised her team members and recognized their achievements. As a result, her team felt valued and motivated to perform better.

Meanwhile, Daniel preferred a more independent approach. He trusted his employees to manage their own work and rarely interfered. While some team members appreciated this freedom, others felt uncertain and lacked direction.

Why do leadership styles matter?

Different employees respond to different types of leadership. Some people perform well under clear guidance, while others thrive when given independence. Effective leaders understand these differences and adapt their approach accordingly.

Communication is also a key factor in leadership. Leaders who clearly explain expectations and provide constructive feedback can build stronger relationships with their teams.

Ultimately, successful leadership is about balance. By combining guidance, support, and trust, leaders can create a positive work environment where employees feel motivated and engaged.

Source: <https://learnenglish.britishcouncil.org/free-resources/reading/b2/cultural-expectations-leadership>

B-1) Underline the most appropriate answer.

(2 marks × 6 = 12 marks)

1. Good leadership helps to ...
 - a. reduce employee performance.



- b. motivate employees.
 - c. create confusion.
 - d. avoid communication.
2. Alex believed that strict supervision would ...
- a. reduce productivity.
 - b. improve accuracy and control.
 - c. make employees happier.
 - d. eliminate teamwork.
3. Priya motivated her team by ...
- a. criticizing their mistakes.
 - b. ignoring their efforts.
 - c. praising and encouraging them.
 - d. giving them no feedback.
4. Daniel's leadership style gave employees ...
- a. strict control.
 - b. constant pressure.
 - c. independence.
 - d. confusion only.
5. Effective leaders should ...
- a. use only one leadership style.
 - b. ignore employee differences.
 - c. adapt to their team's needs.
 - d. avoid communication.
6. Clear communication helps to ...
- a. weaken relationships.
 - b. build stronger teams.
 - c. reduce motivation.
 - d. create misunderstandings.



B-2) Are these sentences true or false? Write 'True' if the sentence is correct or 'False' if it is wrong.

(2 mark × 5 = 10 marks)

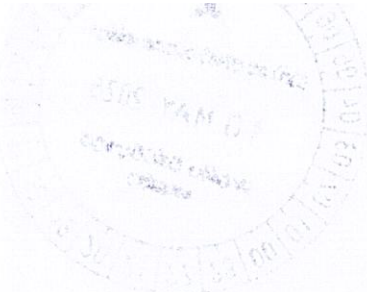
1. All employees respond the same way to leadership styles. (.....)
2. Alex's leadership style made some employees feel stressed. (.....)
3. Priya's team felt motivated because she supported them. (.....)
4. Daniel's approach worked perfectly for all team members. (.....)
5. Successful leadership requires a balance of different approaches. (.....)

Grammar and Vocabulary (30%)

A) Underline the most appropriate word for the gap.

(1 mark × 10 = 10 marks)

1. Effective communication can improve team
a) perform
b) performance
c) performer
2. Managers should employees to share their ideas.
a) encourage
b) courage
c) encouraging
3. Companies must respond quickly to market
a) change
b) changes
c) changing
4. Employees who feel valued are more likely to stay with the
a) organize
b) organization
c) organizer
5. Regular feedback helps improve work
a) quality
b) qualify
c) qualification
6. Many businesses are investing in new to stay competitive.
a) technologies



- b) technological
 - c) technologist
7. A good leader listens carefully and makes fair
 - a) decide
 - b) decisions
 - c) deciding
 8. The company aims to its customer base.
 - a) expand
 - b) expansion
 - c) expansive
 9. Training programmes help employees develop new
 - a) skilled
 - b) skill
 - c) skills
 10. Clear communication can prevent unnecessary in the workplace.
 - a) confuse
 - b) confusion
 - c) confusing

B) Select the most appropriate word from the box and complete the letter.

(1 mark × 10 = 10 marks)

insights | for | attend | further | particularly | made | again | currently | dear | know

(1)..... Mr. Silva,

Thank you (2)..... inviting me to (3)..... the leadership workshop.

As you (4)....., I was (5)..... interested in the team management session. I gained several useful (6)..... and have (7)..... valuable connections.

I am (8)..... gathering data on new strategies that could benefit our organization.

Thanks (9)..... for this opportunity. I would be happy to discuss this (10)..... if needed.

Best regards,
Nimal

C) Put the words in the correct order.

(2 marks × 5 = 10 marks)

1. workplace / is / communication / effective / essential / in the

.....

2. improve / companies / customer satisfaction / must / their

.....

3. important / teamwork / successful projects / for / is

.....

4. employees / flexible hours / prefer / many / working

.....

5. new ideas / encourages / innovation / sharing

.....

3. E-mail Writing (15%)

You are the manager of your department. Write an email to your team informing them about a training session on improving workplace communication skills. Include the date, time, venue, and any other relevant details.

Word limit: 100–150 words

4. Essay Writing (25%)

Select one of the topics and write an essay.

1. The importance of good communication skills in business.
2. The impact of teamwork on workplace productivity.
3. Effective presentation skills.

Word limit: 200–250 words

