



Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC) Re-
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CRISL rated 'A' (TN) for MBA and MIB Programmes

I B.COM(AM) [2017-2020]

Semester I

Core :BUSINESS COMMUNICATION– 113C

Multiple Choice Questions.

1. Communication is ____of facts ideas opinions by two or more persons.
- A. exchange
 - B. foreign exchange
 - C. control
 - D. none of the above

ANSWER: A

2. _____ channel of communication called the grapevine.
- A. formal
 - B. informal
 - C. horizontal
 - D. none of the above

ANSWER: B

3. The main objective of communication is _____
- A. information and persuasion
 - B. skill and personality development
 - C. control and management
 - D. none of the above

ANSWER: A

4. The downward communication flow from ____
- A. a subordinate to a superior
 - B. subordinate to a subordinate
 - C. a superior to a superior
 - D. a superior to a subordinate

ANSWER: D

5. Examples of oral communication _____
- A. letter
 - B. e-mail
 - C. telephone
 - D. none of the above

ANSWER: C

6. How to make audio-visual communication effective?
- A. The picture are colourful

- B. clearly written
- C. speak politely
- D. none of the above

ANSWER: A

7. Advantages of written communication

- A. save time
- B. save money
- C. permanent record
- D. none of the above

ANSWER: C

8. written communication includes

- A. reports and forms
- B. interviews
- C. film
- D. none

ANSWER: A

9. Internal communication is a communication between _____

- A. banker and customer
- B. superiors and subordinate
- C. salesman and buyer
- D. insurance company and its customer

ANSWER: B

10. In the communication cycle, the process of retranslation of signals into ideas is called

- A. encoding
- B. decoding
- C. response
- D. feedback

ANSWER: B

11. If each line in the inside address is started after leaving a small gap it is known as

- A. block form
- B. correct form
- C. indented form
- D. address form

ANSWER: C

12. The inside address should be written

- A. below the salutation
- B. above the heading
- C. above the salutation
- D. above the date

ANSWER: C

13. Pictures slides films fall under

- A. body languages
- B. audio-visual communication
- C. reporting

D. visual communication

ANSWER: B

14. Which of the following is NOT an external business written communication

- A. Complaint letter
- B. Curriculum vitae
- C. Memo.
- D. Enquiries letter

ANSWER: C

15. Communication over telephone is an example for _____

- A. oral communication
- B. audio-visual communication
- C. internal communication
- D. none of these

ANSWER: A

16. The term communis derived from ____ word.

- A. Greek
- B. Latin
- C. Chinese
- D. English

ANSWER: B

17. Grapevine communication is associated with _____ communication

- A. formal
- B. informal
- C. horizontal
- D. none of the above

ANSWER: C

18. Audio Visual communication combines _____

- A. auditory only.
- B. visual only.
- C. both auditory & visual.
- D. written.

ANSWER: C

19. Effective communication can only be achieved when _____

- A. the audience is understood
- B. feedback is encouraged
- C. thoughts are organized
- D. systematic delivery of speech

ANSWER: A

20. Informal communication is otherwise known as _____ communication

- A. grapevine
- B. lateral
- C. visual
- D. horizontal

ANSWER: A

21. Physical Barriers to communication are _____

- A. time and distance
- B. interpretation of words
- C. denotations
- D. connotations.

ANSWER: A

22. _____ is the process of arriving at agreement through consultation

- A. Consensus
- B. Horizontal
- C. Vertical
- D. None

ANSWER: A

23. Information must be _____

- A. accurate, complete, recent.
- B. inaccurate, incomplete.
- C. irregular.
- D. none of the above

ANSWER: A

24. _____ communication is the most popular means of transmitting message.

- A. Written
- B. Oral
- C. Visual
- D. Face-to-face

ANSWER: B

25. Which of the following is NOT a way to help generate ideas when writing

- A. Brain storming
- B. Free writing
- C. Guessing
- D. Clustering

ANSWER: C

26. The inside address is typed _____

- A. right hand side.
- B. left hand side.
- C. right hand bottom
- D. none of the above.

ANSWER: A

27. The usual forms of greetings used for unmarried women _____

- A. Mr.
- B. Mrs.
- C. Madam.
- D. Miss

ANSWER: D

28. On the _____ it is possible to get immediate feedback

- A. letter
- B. telephone
- C. e-mail
- D. none

ANSWER: B

29. Which of the following is correct?

- A. On my address.
- B. To my address
- C. In my address
- D. None of the above.

ANSWER: B

30. Margin to a letter is like _____

- A. frame of a picture.
- B. evidence for the communication.
- C. engine to a machine
- D. none of the above.

ANSWER: A

31. Conciseness means _____

- A. brevity.
- B. courtesy.
- C. coherence.
- D. convincing.

ANSWER: B

32. Good punctuation will not involve _____

- A. rereading.
- B. ambiguity.
- C. both.1 and 2
- D. misunderstanding

ANSWER: C

33. Verification of the performance of communication is associated with _____

- A. communication audit
- B. communication training
- C. communication process
- D. fidelity of communication

ANSWER: C

34. Bad Listeners will make _____communication

- A. good.
- B. bad.
- C. excellent.
- D. rather favorable

ANSWER: B

35. Post script appears in a letter _____

- A. in the beginning.
- B. in the middle.

- C. in the end.
- D. never appears.

ANSWER: C

36. Before you seal and send your letter, make sure _____ to it

- A. punctuation
- B. Proof read
- C. sensitive
- D. transition

ANSWER: B

37. Complementary close or subscription always be _____ with salutation.

- A. different
- B. consistent
- C. opposite
- D. none of the above

ANSWER: B

38. The information the receiver gets is called _____

- A. message.
- B. output.
- C. input.
- D. none.

ANSWER: A

39. Sources of information _____

- A. old files.
- B. observation.
- C. meeting.
- D. all the above.

ANSWER: A

40. A business letter serves as a record for _____ reference.

- A. past
- B. present
- C. future
- D. both (2) & (3)

ANSWER: D

41. _____ is the essential aspect of communication.

- A. Enclosure
- B. Letter
- C. Telephone
- D. Feedback

ANSWER: D

42. Motivation should be achieved through _____

- A. monetary incentives.
- B. making the workers participate in the decision making process.
- C. making achievement goals very specific
- D. none

ANSWER: A

43. For conciseness_____

- A. only relevant facts.
- B. no repetition
- C. no verbosity.
- D. all the above

ANSWER: D

44. _____implies respect for the readers point of view

- A. Consideration
- B. Order
- C. Courtesy
- D. None

ANSWER: A

45. Correctness implies _____

- A. giving correct facts
- B. at an appropriate time
- C. in a suitable
- D. all the above

ANSWER: D

46. _____ are welcome for it is not obligatory to accept them

- A. Suggestion
- B. Order
- C. Courtesy
- D. None

ANSWER: A

47. _____Communication is unsuitable for lengthy message

- A. Oral
- B. Written
- C. Vertical
- D. None

ANSWER: A

48. _____ Communication is the most popular means of transmitting message

- A. Written
- B. Oral
- C. Visual
- D. Face-to-face

ANSWER: D

49. As soon as your certified letter reaches the _____ you will be notified

- A. recipient
- B. margin
- C. logo
- D. salutation

ANSWER: A

50. _____ is a more powerful agent of persuasion and control

- A. Speaker
- B. Receiver
- C. Speech
- D. None

ANSWER: A

51. _____ is quite often a physical barrier to communication

- A. Noise
- B. Interpretation of words
- C. By passed instruction
- D. All of the above

ANSWER: A

52. _____ refers to the special language of a trade

- A. Jargon
- B. Expression
- C. Colloquialism
- D. None of the above

ANSWER: A

53. Audio Visual communication is _____

- A. sight.
- B. sound.
- C. both a and b.
- D. none

ANSWER: C

54. _____ is the process of arriving at agreement through consultation

- A. Consensus
- B. Horizontal
- C. Vertical
- D. None

ANSWER: A

55. choose ____ if you want to put the date and closing in the center of the page

- A. justified
- B. modified block format
- C. block format
- D. spelling

ANSWER: B

56. Which one of the following is the most formed type of speech delivery

- A. Manuscript
- B. . Memorized
- C. Impromptu
- D. Extemporaneous

ANSWER: A

57. Our address ad phone number are shown on our _____

- A. letterhead

- B. email
- C. postage
- D. salutation

ANSWER: A

58. Employees should encourage giving _____

- A. information
- B. guidelines.
- C. suggestion.
- D. order.

ANSWER: C

59. In block text format it is not need to ____ each paragraph

- A. indent
- B. punctuation
- C. margin
- D. transition

ANSWER: A

60. The letter should be based on _____

- A. I attitude
- B. You attitude
- C. We attitude
- D. None of the above

ANSWER: B

61. The reimbursement of expenses is generally made by the _____

- A. principal.
- B. agent
- C. subordinate
- D. none of the above

ANSWER: C

62. Ability to communicate effectively _____

- A. is inborn
- B. can be developed
- C. cant be developed
- D. is not necessary.

ANSWER: B

63. The most modern letter style is

- A. modified block
- B. full block
- C. simplified
- D. block

ANSWER: C

64. Which one of the following is an important tip to become a better listener

- A. Dont jump to conclusion.
- B. . Keep a closed mind
- C. Talk while listening

D. Dont try to give feedback

ANSWER: A

65. Colours also have a _____ effect.

- A. psychological
- B. physiological
- C. sociological
- D. none

ANSWER: A

66. Blue colour refers _____

- A. sincerity.
- B. traditional.
- C. danger.
- D. none

ANSWER: A

67. Facial expressions and gestures are known as _____

- A. face to face communication
- B. oral communication
- C. both 1 and 2
- D. none of the above

ANSWER: D

68. Television is an example of _____ means of communication

- A. Audio visual communication
- B. visual communication
- C. computer based communication
- D. none of the above

ANSWER: B

69. A business letter written on fifteenth day in the month of January 2004 may be dated like this _____

- A. 15.01.2004.
- B. January 15th 2004
- C. 15.01.04
- D. none of the above

ANSWER: B

70. Listening helps to make _____ effective

- A. communication
- B. oral communication
- C. both a and b
- D. none of the above

ANSWER: A

71. Communication in an organization should ideally flow _____

- A. from top to bottom
- B. from bottom to top
- C. both ways
- D. horizontally

ANSWER: C

72. The official record of the proceeding of a meeting is known as _____

- A. agenda.
- B. minutes
- C. prospectus
- D. report

ANSWER: B

73. The participants of a board meeting are _____

- A. member
- B. directors.
- C. member and directors
- D. outsiders

ANSWER: A

74. Editing involves checking a document for factual accuracy, logical flow, consiseness and _____

- A. spelling
- B. format errors
- C. clarity and tone
- D. grammar

ANSWER: B

75. Minutes of resolutions is only resolutions _____

- A. recorded
- B. development.
- C. decision-making
- D. none of the above

ANSWER: A

76. A report is a basic management tool used in _____

- A. personality development.
- B. decision making
- C. individual development
- D. none of the above

ANSWER: B

77. Press reports refers to _____

- A. reports in newspapers
- B. reports through letters
- C. oral communication
- D. none of the above

ANSWER: A

78. A concise and accurate record of the proceedings at a meeting is called as _____

- A. resolution.
- B. minutes.
- C. invoice.
- D. agenda

ANSWER: B

79. An Agenda prepared in connection with _____

- A. meeting.
- B. business tours
- C. exhibition.
- D. none of these

ANSWER: A

80. Minutes of a meeting are usually prepared by _____

- A. secretary
- B. chairman.
- C. shareholder
- D. none of these.

ANSWER: A

81. A collection letter is associate with ____

- A. debtors
- B. creditors
- C. company
- D. customers

ANSWER: A

82. _____ is an authoritative communication

- A. Order
- B. Persuasion
- C. Advice
- D. Counseling

ANSWER: A

83. An effort to influence the attitude and feeling of others is _____

- A. persuasion
- B. suggestion
- C. advice.
- D. appreciation.

ANSWER: A

84. The minute books are the _____ book of the company.

- A. Subsidiary
- B. Statutory
- C. Obligatory
- D. Secondary

ANSWER: B

85. _____ and testimonials are important because they express the opinion of others the applicants suitability for a position.

- A. References
- B. Qualification
- C. Service certificate
- D. None of the above

ANSWER: A

86. Brevity in a report leads to _____

- A. Short meaningful report.

- B. long report
- C. report with flamboyant language.
- D. none of the above

ANSWER: A

87. Statutory Report is ____

- A. an informal report.
- B. not having legal sanction
- C. always a statistical report.
- D. none of the above

ANSWER: D

88. A report prepared and presented according to the form and procedure laid down law is called a _____

- A. law report
- B. procedure report.
- C. company report
- D. statutory report.

ANSWER: D

89. The official record of the proceeding of a meeting is called _____

- A. minutes
- B. notice.
- C. both 1 and 2.
- D. none of the above.

ANSWER: A

90. Reporting is an example of _____ communication

- A. written communication
- B. oral communication
- C. visual communication
- D. none of the above

ANSWER: A

91. Dunning letters are also called _____

- A. collection letters
- B. letter of credit.
- C. compliant letters.
- D. none of these.

ANSWER: A

92. C.I.F. means _____

- A. Cost Indent and Freight
- B. Cost Insurance and Fare
- C. Cost Insurance and Freight
- D. None of the above.

ANSWER: B

93. A substantial amount of trading involves _____

- A. credit.
- B. cash.
- C. direct selling.

D. e-mail.

ANSWER: B

94. For a buyer making enquiries is the _____

- A. first stage
- B. second stage
- C. third stage
- D. none of the above.

ANSWER: A

95. Circular letter is meant for _____

- A. mass communication.
- B. personal communication
- C. secret communication
- D. none of the above

ANSWER: D

96. Formatting data and _____ errors can occur when preparing a document.

- A. content
- B. mechanical
- C. language
- D. technical

ANSWER: B

97. One of the following directly relates to provision of credit _____

- A. current account
- B. savings account
- C. recurring deposit
- D. discounting bills

ANSWER: D

98. The exit communication takes place when an employee _____ the organization.

- A. enter into
- B. learning from
- C. both. (1 & 2)
- D. leaves

ANSWER: D

99. Clearance sales refer to _____

- A. sale of pure chemicals
- B. sale of detergents
- C. sale of food products
- D. All of the above

ANSWER: D

100. Testimonial refers to _____

- A. conduct certificate.
- B. test marks
- C. course certificate
- D. none of the above

ANSWER: A

101. _____ means giving a particular bias to the reality

- A. Abstracting
- B. Slanting
- C. Inferring
- D. Information

ANSWER: B

102. Internal communication is necessary because _____

- A. business activities are easy.
- B. business has grown in size.
- C. government needs certain information.
- D. employees expects some information.

ANSWER: B

103. Unsolicited communication is a _____

- A. physical barrier
- B. semantic barrier
- C. social barrier
- D. socio-psychological barrier

ANSWER: D

104. Part of the message is lost in transmission is _____

- A. poor retention
- B. inattentiveness.
- C. faulty transmission
- D. emotions.

ANSWER: C

105. _____ stands for mental health

- A. Morale
- B. Motivation
- C. Co-operation
- D. Coordination

ANSWER: A

106. The effort to influence the attitudes, feeling or beliefs is _____

- A. instruction.
- B. persuasion
- C. suggestion
- D. motivation.

ANSWER: B

107. An informal report is usually in the form of a _____ communication.

- A. person to person
- B. many to one
- C. one to many
- D. company to company.

ANSWER: A

108. A report as per law and procedure is called _____

- A. formal report
- B. statutory report.
- C. non statutory report
- D. informal report

ANSWER: B

109. _____ reports are prepared and presented at regular and prescribed intervals

- A. Periodic reports
- B. Special reports
- C. Informal reports
- D. Non-periodical reports

ANSWER: A

110. _____ is a basic management tool used in decision-making.

- A. Business letter
- B. Report
- C. Document
- D. Specific reports

ANSWER: B

111. _____ report can be denied at any time.

- A. Oral report
- B. Written report
- C. Business report
- D. Formal report

ANSWER: A

112. _____ depends on the proper arrangement of fact

- A. Precision
- B. Completeness
- C. Clarity
- D. Coherence

ANSWER: C

113. _____ is the list of words used in the reports

- A. Conclusion
- B. Glossary
- C. Index
- D. Reference

ANSWER: C

114. _____ is the main part of the report.

- A. Conclusion
- B. Recommendations
- C. Description
- D. References

ANSWER: A

115. _____ the sources of information is a kind of spadework.

- A. Analyzing
- B. Investigating

- C. Making outline
- D. Writing report

ANSWER: B

116. Brevity should be achieved at the cost of _____

- A. Clarity
- B. Courtesy
- C. Relevance
- D. Accuracy

ANSWER: A

117. _____ is the first part of the body of the report.

- A. Contents
- B. Introduction
- C. Conclusion
- D. Abstract

ANSWER: B

118. _____ reports are related to a single occasion or situation

- A. Non-recurrent reports
- B. Investigative reports
- C. Special reports
- D. Formal reports

ANSWER: C

119. _____ is a device by which losses suffered by a few are shared by many.

- A. Insurance
- B. Cheque
- C. Finance
- D. Risk bearer

ANSWER: A

120. The word system is derived from _____

- A. Latin.
- B. French.
- C. Greek.
- D. Portugal.

ANSWER: C

121. _____ is in finished form

- A. Data
- B. System
- C. Information
- D. Character

ANSWER: C

122. _____ system monitors and control physical processes

- A. Process
- B. Transaction
- C. Operations
- D. Office Automation

ANSWER: B

123. _____enhances office communications and productivity

- A. Office automation
- B. Executive systems
- C. Decision making
- D. Strategic systems

ANSWER: A

124. _____ is an integrated user-machine system.

- A. Management Information system
- B. Executive system
- C. Decision making system
- D. Knowledge based system

ANSWER: A

125. _____system provides expert advice for operational chores.

- A. Business
- B. Operation support
- C. End user systems
- D. Expert systems

ANSWER: D

126. _____ systems process data resulting from business transactions.

- A. Transaction processing
- B. DSS
- C. Office Automations
- D. MIS

ANSWER: A

127. EDP stands for

- A. Enterpreneurial Development Programme
- B. Electronic Data Processing
- C. Electronic Data Passing
- D. Electronic Data Patroning

ANSWER: B

128. _____ is the physical part of the computer

- A. Software
- B. Human ware
- C. Firmware
- D. Hardware

ANSWER: D

129. _____ is usually indicated if anything is to be attached to a letter

- A. Appendix
- B. Annexures
- C. Index
- D. Enclosures

ANSWER: D

130. _____ is an important element in all business letters

- A. Signature
- B. letter head
- C. Salutation
- D. Complimentary close

ANSWER: C

131. _____ is the set of instructions given to the computers

- A. Hardware
- B. Software
- C. Human ware
- D. Firmware

ANSWER: B

132. _____ computers operates by counting

- A. Analog
- B. Digital
- C. Hybrid
- D. Mini frame

ANSWER: B

133. _____ is something written after the letter is closed

- A. Copy distribution
- B. Enclosures
- C. Postscripts
- D. Reference

ANSWER: B

134. _____ is the process of arriving at agreement through consultation.

- A. Consensus
- B. Grapevine
- C. Informal
- D. Braindrain

ANSWER: A

135. An _____ report can be denied at any time

- A. oral
- B. written
- C. special
- D. informal

ANSWER: A

136. A _____ report is one which is prepared in a prescribed form

- A. oral
- B. written
- C. informal
- D. formal

ANSWER: D

137. Reports submitted by the branch manager is a _____ report.

- A. technical

- B. logical
 - C. individual
 - D. special.
- ANSWER: C

138. An abstract is also called as _____

- A. Introduction.
- B. Synopsis
- C. Inference
- D. Content.

ANSWER: B

139. The person who attaches meaning to a message is called as _____

- A. a sender
- B. an encoder
- C. a transmitter
- D. a receiver

ANSWER: D

140. When superiors provide directions to their subordinates regarding what to do, which is known as _____ communication?

- A. upward.
- B. horizontal.
- C. downward.
- D. lateral

ANSWER: C

141. 204) The colour of the paper used for writing business letters usually is _____

- A. yellow.
- B. green.
- C. white.
- D. blue

ANSWER: C

142. Status enquiries are made for the following purpose _____

- A. for complaint
- B. for job.
- C. for credit sales.
- D. for knowing the status

ANSWER: C

143. Request for an overdraft is written to _____

- A. secretary.
- B. director.
- C. banker.
- D. company.

ANSWER: C

144. Report in the form of a person-to-person communication is _____

- A. formal report.
- B. informal report.

- C. statutory report.
- D. non-statutory report

ANSWER: B

145. The words CIF are used in the following letters _____

- A. circular letters
- B. complaint letter.
- C. export business letter
- D. agency letter

ANSWER: C

146. The name of the report submitted by the Public Ltd Company every year is _____

- A. business report
- B. budget report
- C. press report
- D. annual report

ANSWER: D

147. The requirements for preparing a speech and essay _____

- A. vocabulary
- B. clear thinking.
- C. facts and figures.
- D. all the above.

ANSWER: D

148. _____ are used to complement written communication

- A. Graphics
- B. Audio- visual communication
- C. . Reports
- D. Non-verbal communication

ANSWER: A

149. On the _____ it is possible to get immediate feedback

- A. letter
- B. telephone
- C. e-mail
- D. none

ANSWER: B

150. Margin to a letter is like _____

- A. frame of a picture.
- B. evidence for the communication
- C. engine to a machine
- D. none of the above.

ANSWER: A

Staff Name
Nithya J .