



## 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 PA [ 2017 - 2020]

Semester I

Core: BUSINESS COMMUNICATION - 118C

Multiple Choice Questions.

1. The most important goal of business communication is -----
- A. favorable relationship between sender and receiver.
  - B. organizational goodwill.
  - C. receiver response.
  - D. receiver understanding.

ANSWER: D

2. Down ward communication flows from ----- to -----
- A. Upper to lower
  - B. Lower to upper
  - C. Horizontal
  - D. Diagonal

ANSWER: A

3. Horizontal communication takes place between -----
- A. superior to subordinate
  - B. subordinate to superior
  - C. employees with same status
  - D. none of these

ANSWER: C

4. Appeals and representations are used in ----- communication
- A. horizontal
  - B. downward
  - C. upward
  - D. grapevine

ANSWER: C

5. The study of communication through touch is -----
- A. chronemics
  - B. haptics
  - C. proxemics
  - D. semantics

ANSWER: B

6. The formal greeting with which a business letter begins is called--
- A. reference

- B. subject
  - C. salutation
  - D. body copy
- ANSWER: C

7. The following is (are) non-verbal communication

- A. Facial expression
- B. Appearance
- C. Posture
- D. All of the above

ANSWER: D

8. The handshake that conveys confidence is

- A. Limp
- B. Firm
- C. loose
- D. double

ANSWER: B

9. Communication is the task of imparting \_\_\_\_\_

- A. training
- B. information
- C. knowledge
- D. message

ANSWER: B

10. The following is the permanent records for business

- A. Business letters
- B. Ledgers
- C. Production reports
- D. All of the above

ANSWER: A

11. Body of a letter is divided into \_\_\_\_\_ parts.

- A. 1
- B. 2
- C. 3
- D. 4

ANSWER: C

12. When working to create and maintain a favorable relationship with a receiver, a sender should

- A. do just what the receiver expects.
- B. impress the receiver by using technical terms.
- C. stress mutual interests and benefits.
- D. use positive wording.

ANSWER: D

13. As per Newman and Summer Communication is the Exchange of

- A. Facts
- B. opinion
- C. emotions

D. all the above

ANSWER: D

14. The \_\_\_\_\_ body of the presentation should be broken into short and clear units

- A. Main
- B. middle
- C. upper
- D. lower

ANSWER: A

15. Which of the following terms best describes the grapevine as a communication pattern?

- A. Diagonal
- B. Informal
- C. Serial
- D. Verbal

ANSWER: B

16. The following is (are) the most effective ways of communication.

- A. Verbal
- B. Non Verbal
- C. Written
- D. All the above

ANSWER: C

17. The \_\_\_\_\_ of business letter is called layout.

- A. Body
- B. content
- C. pattern
- D. all the above

ANSWER: C

18. Interaction between three to twelve people who share a common goal, a sense of commitment, and who attempt to influence one another is known as

- A. business communication.
- B. small-group communication.
- C. personal communication.
- D. rhetorical communication.

ANSWER: B

19. When a group agrees to support and commit to the decision of the group, they have reached

- A. a consensus.
- B. a census.
- C. a solution.
- D. an analysis.

ANSWER: A

20. Goals help us to \_\_\_\_\_

- A. Communicate
- B. work
- C. Success
- D. motivate

ANSWER: A

21. An effective oral presentation process follows \_\_\_\_\_ steps.
- A. 3
  - B. . 4
  - C. 5
  - D. 6

ANSWER: A

22. Business letters produce immediate effect because they are:
- A. interesting
  - B. brief
  - C. formal
  - D. informal

ANSWER: D

23. Set off the list of Do and Donts by using-----
- A. Body
  - B. letter heads
  - C. Bullets
  - D. Formal

ANSWER: C

24. The envelope indicated that there was , ----- but in fact there was only a letter inside
- A. an enclosure
  - B. a sender
  - C. A salutation
  - D. an indent

ANSWER: A

25. Form letters are also known as:
- A. circular letters
  - B. formal letters
  - C. bad news letters
  - D. persuasive sales letters

ANSWER: D

26. Our address and phone number are shown on our -----
- A. letterhead
  - B. snailmail
  - C. postage
  - D. salutation

ANSWER: A

27. . In block text format, you do not -----each paragraph
- A. . indent
  - B. punctuation
  - C. margin
  - D. transition

ANSWER: A

28. A memorandum (memo) is considered a brief form of written communication for:

- A. internal use
- B. external use
- C. formal use
- D. legal use

ANSWER: A

29. Simplicity in writing means essentially:

- A. the use of simple sentences
- B. the use of simple words
- C. the use of simple tense
- D. plainness

ANSWER: D

30. Good business letters are characterized by the following personal quality of the writer:

- A. seriousness
- B. sincerity
- C. formality
- D. Humour

ANSWER: B

31. Which of the following is a correct dateline for a business letter?

- A. August, 20, 1998
- B. Aug. 20, 1998
- C. August 20, 1998
- D. Aug. 20 1998

ANSWER: C

32. The most modern letter style is

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

ANSWER: C

33. Effective professional correspondence uses an appropriate style, clear and concise language, and

- A. the passive voice.
- B. the active voice.
- C. open punctuation
- D. mixed punctuation

ANSWER: B

34. Modern business letters are usually written in:

- A. indented style
- B. semi-block style
- C. simplified style
- D. full-block style

ANSWER: D

35. Persuasive messages should be written in the \_\_\_\_\_ order.

- A. indirect

- B. passive
  - C. direct
  - D. ndecisive
- ANSWER: A

36. Which of the following is not part of a cover letter?

- A. salutation
- B. return address
- C. references
- D. close

ANSWER: C

37. The first goal in writing a business letter is to get the recipients .....

- A. address
- B. attention
- C. services
- D. trade

ANSWER: A

38. In developing the plan for a persuasive message,

- A. consider primarily the writer's perspective.
- B. try to predict the reader's reaction.
- C. cover the pros and cons equally.
- D. all of the above

ANSWER: B

39. A good business letter is simple and straightforward without being simplistic or .....

- A. panoramic
- B. paternal
- C. patriotic
- D. patronizing

ANSWER: D

40. The conclusion or ending paragraph should bring the communication to a polite and ..... close.

- A. businesslike
- B. interminable
- C. measurable
- D. subtle

ANSWER: A

41. Which of the following is not one of the three major types of appeals discussed in the text?

- A. logic based
- B. emotion based
- C. psychology based
- D. character based

ANSWER: C

42. Letters that please the receiver are called

- A. Yes letters
- B. routine letters
- C. invitation letters

D. good-news letters

ANSWER: D

43. The central appeal in a persuasive letter

- A. A) emphasizes how the reader will benefit from the request.
- B. is introduced early on in the message.
- C. is presented in you-viewpoint language.
- D. all of the above.

ANSWER: D

44. Form letters are also known as

- A. formal letters
- B. circular letters
- C. persuasive sales letters
- D. bad news letters

ANSWER: C

45. A memorandum (memo) is considered a brief form of written communication for

- A. legal use
- B. formal use
- C. internal use
- D. external use

ANSWER: C

46. Simplicity in writing means essentially

- A. plainness
- B. the use of simple sentences
- C. the use of simple tense
- D. the use of simple words

ANSWER: A

47. The primary goal of the beginning of a persuasive message is to

- A. sell the idea.
- B. gain the reader's attention.
- C. establish a courteous tone.
- D. present the pros and cons of the message.

ANSWER: B

48. Good business letters are characterized by the following personal quality of the writer

- A. seriousness
- B. humour
- C. sincerity
- D. formality

ANSWER: C

49. The simplified style business letter has

- A. indentation
- B. a complimentary close
- C. a subject line
- D. a salutation

ANSWER: C

50. Modern business letters are usually written in

- A. simplified style
- B. indented style
- C. full-block style
- D. semi-block style

ANSWER: C

51. A persuasive message will fail if

- A. it does not focus on what is in it for the reader.
- B. it only lists facts.
- C. it moves too slowly.
- D. all of the above.

ANSWER: D

52. . In circular letters personal interest is created by using the word -----.

- A. You
- B. Our customers
- C. Everybody
- D. Dear customers

ANSWER: A

53. -----are routine reports prepared at regular time interval-daily, weekly, monthly quarterly or annually.

- A. Periodic reports
- B. Formal reports
- C. Progress reports
- D. Conference reports

ANSWER: A

54. ----- reports are usually short messages with natural, casual use of language.

- A. Conference
- B. Periodic
- C. Informal
- D. . Formal

ANSWER: C

55. The form of communication used most of the time for written messages to persons inside your organization is called

- A. Memorandum
- B. Business letter
- C. Pamphlet
- D. Adjustment letter

ANSWER: A

56. Feedback is a listeners

- A. verbal critique of your message
- B. aversion to a message.
- C. acceptance of a message.
- D. verbal or nonverbal responses to a message

ANSWER: D

57. To decode a message is to
- A. translate ideas into code
  - B. interpret a message.
  - C. reject a message
  - D. evaluate a message.

ANSWER: B

58. Which of the following sentences is least effective in driving for the sale?
- A. Visit our web site today to order your tickets for the Super Bowl.
  - B. We hope to hear from you soon.
  - C. Mail the enclosed card now--your free gift is waiting.
  - D. Call our 800-number within 24 hours to place your order for the Mac II recorder.

ANSWER: B

59. Feedback can come in the form of
- A. environmental noise.
  - B. nonverbal communication only.
  - C. verbal communication only
  - D. verbal and nonverbal listener responses.

ANSWER: B

60. In the communication process, a receiver is the person who encodes an idea. message interference. a message pathway. the person who decodes a message.

- A. the person who encodes an idea.
- B. message interference
- C. a message pathway
- D. the person who decodes a message

ANSWER: D

61. The first opportunity to gain the reader's attention in a direct mail letter is
- A. in the attention line.
  - B. in the opening paragraph
  - C. in the top margin.
  - D. on the envelope.

ANSWER: D

62. An example of a communication channel is
- A. face-to-face conversation.
  - B. feedback
  - C. context.
  - D. noise.

ANSWER: A

63. In interpersonal communication, ethics
- A. are important.
  - B. stand in the way of honesty.
  - C. increase barriers to understanding
  - D. are not a consideration

ANSWER: A

64. Which of the following is an example of a nonverbal message?

- A. Yelling
- B. Eye contact
- C. Jargon
- D. Mumbling

ANSWER: B

65. The ability to communicate effectively

- A. is a natural talent that cannot be learned.
- B. depends on the education level of those around you.
- C. can be learned.
- D. depends on not using technology to send messages

ANSWER: C

66. A message can only be deemed effective when it is

- A. repeated back as proof of understanding
- B. communicated face-to-face.
- C. delivered with confidence
- D. understood by others and produces the intended results

ANSWER: D

67. Learning to communicate with others is key to

- A. winning the approval of everyone around you
- B. establishing rewarding relationships.
- C. never being misunderstood.
- D. eliminating all of your listeners' physiological noise

ANSWER: B

68. Select the statement that is not true of sales letters.

- A. The layout can differ from that of the traditional letter.
- B. A headline could replace the inside address.
- C. The letter should avoid sentence fragments and choppy paragraphing.
- D. Attention-gaining devices are used to capture the reader.

ANSWER: C

69. \_\_\_\_\_ is used to provide feedback to higher-ups, inform them of progress toward goals, and relay current problems.

- A. Interpersonal communication
- B. Upward communication
- C. Directional communication
- D. Occupational communication

ANSWER: B

70. Which of the following is not a barrier to effective communication?

- A. language
- B. defensiveness
- C. filtering
- D. channel richness

ANSWER: D

71. When communicating with people from a different culture it is best to assume

- A. differences until similarity is proven
- B. similar interpretation of symbols
- C. similar understanding of ideas
- D. people are all the same

ANSWER: A

72. In general, human beings are

- A. indifferent communicators
- B. perfect communicators
- C. good communicators
- D. poor communicators

ANSWER: D

73. The word communication is derived from communis (Latin) which means:

- A. common
- B. community
- C. message
- D. oral speech

ANSWER: A

74. Generally speaking, in business we communicate

- A. to both persuade and inform
- B. only to persuade
- C. only to inform
- D. only to entertain

ANSWER: A

75. Effective communication is essentially a

- A. both a one-way and a two-way process
- B. two-way process
- C. one-way process
- D. three-way process

ANSWER: A

76. As a process of sharing thoughts and ideas, communication suffers mainly from

- A. both physical and non-physical barriers
- B. non-physical barriers
- C. gender differences
- D. physical barriers

ANSWER: D

77. \_\_\_\_ is not one of the 7 Cs of communication:

- A. conciseness
- B. correctness
- C. clarity
- D. character

ANSWER: D

78. Human communication is essentially

- A. perfect
- B. imperfect

- C. short-lived
- D. emotional

ANSWER: B

79. In business, the purpose of writing is mainly to

- A. entertain
- B. Both inform and persuade
- C. persuade
- D. inform

ANSWER: B

80. Informative writing focuses primarily on the

- A. writer
- B. reader
- C. latest news
- D. subject under discussion

ANSWER: D

81. In writing business letters, one has to be

- A. dull
- B. formal
- C. conventional
- D. friendly

ANSWER: D

82. What type of audience are, people who have to act or make decisions on the basis of the report

- A. Primary
- B. Secondary
- C. Immediate
- D. None of the above

ANSWER: A

83. Exchange of ideas between two or more persons is

- A. Understanding
- B. Telling
- C. communication
- D. listening

ANSWER: C

84. If there is no receiver, there is no

- A. communication
- B. sender
- C. Message
- D. Media

ANSWER: A

85. What is the primary purpose of report

- A. o control problems, sell products and services.
- B. To analyze problems and predict practical alternatives.
- C. To monitor and control production, sales, shipping, etc.
- D. To solve problems and supply facts.

ANSWER: B

86. Which is not the type of communication channel

- A. Speaking, listening
- B. Writing, reading
- C. Visualizing, observing
- D. Thinking, acting

ANSWER: D

87. . Communication without words is called

- A. Non- verbal communication
- B. Verbal
- C. Oral communication
- D. Written communication

ANSWER: A

88. Any factor which disturbs, confuses, or interferes with the communication of a message is known as

- A. Noise
- B. Inaccurate encoding
- C. Inaccurate decoding
- D. Disturbance

ANSWER: A

89. Which of the following is accomplished initially while planning a report

- A. Defining purpose
- B. Identifying the sequence in which tasks should be performed.
- C. Preparing a work plan
- D. None of the above

ANSWER: A

90. What writing style is usually used in reports

- A. Objective and detached
- B. Personal and critical
- C. Emotive and judgmental
- D. subjective and detached

ANSWER: A

91. Communication between departments or functional units of companies is known as

- A. department communication.
- B. upward communication.
- C. command communication
- D. horizontal communication.

ANSWER: D

92. Raised eyebrows and shrugs are examples of

- A. body language.
- B. cross-cultural communication
- C. poor communication.
- D. good communication.

ANSWER: A

93. All of the following might be involved in nonverbal communication except

- A. touch.
- B. facial expressions.
- C. gestures.
- D. phone messages.

ANSWER: D

94. All of the following might be used to improve organizational communication except

- A. surveys and feedback
- B. management training.
- C. filtering.
- D. TV networks.

ANSWER: C

95. Lack of openness in communication

- A. reduces employee satisfaction
- B. has no effect on employee satisfaction.
- C. reduces management satisfaction.
- D. shows good management control.

ANSWER: A

96. What is necessary for effective communication to occur?

- A. the right environment, the right people, a message in a timely manner
- B. the right information, the right environment, feedback
- C. the right people, the right information, a message in a timely manner
- D. the right people, feedback, the right information

ANSWER: C

97. Communication following strict lines of authority and reporting relationships is known as

- A. open door policy.
- B. chain of command
- C. effective communication.
- D. the grapevine.

ANSWER: B

98. Rumours are likely to spread fastest in all of the following instances except when

- A. the rumour seems credible
- B. the recipient is emotionally anxious
- C. the information is important to those involved.
- D. the recipient is not concerned about the information.

ANSWER: D

99. Three ways in which communication flows through formal organizational channels are called

- A. loose coupling, tight coupling, and uncoupling.
- B. positive flow, negative flow, and peripheral flow.
- C. downward flow, upward flow, and horizontal flow.
- D. the grapevine, the gatekeeper, and the network.

ANSWER: C

100. Which of the following is a good example of horizontal flow in an organization?

- A. When employees give their supervisors reports listing their accomplishments during the last year.

- B. When the department heads of marketing and research get together for a meeting.
  - C. When, at a party, the vice-president's secretary tells the husband of one of the employees about plans for layoffs.
  - D. When a supervisor issues a statement to all subordinates explaining new travel policies
- ANSWER: B

101. Which of the following problems can occur as a result of ineffective downward flow?
- A. Employees feeling that they don't receive enough information to do their jobs.
  - B. Employees feeling that they receive too much information.
  - C. Employees feeling the information they do receive is not the information they need.
  - D. All of the above
- ANSWER: D

102. What type of communication does a report to a customer from an employer is
- A. Manager communication
  - B. officer communication
  - C. administrator communication
  - D. Official communication
- ANSWER: D

103. Organizational communication includes
- A. interviewing potential employees
  - B. resolving conflicts.
  - C. presenting and selling ideas.
  - D. All of the above
- ANSWER: D

104. Which of the following is a communication issue facing today organizations?
- A. How technology can best serve the organization
  - B. Relationships and their effects on organizations
  - C. Sexual harassment in the workplace
  - D. All of the above
- ANSWER: D

105. Surveys, suggestion boxes, and employee newsletters are considered to be \_\_\_\_\_ types of communication.
- A. downward
  - B. upward
  - C. grapevine
  - D. lateral
- ANSWER: B

106. What does an report presents
- A. Always state the research question or hypothesis and are written in first person to show that the author takes responsibility for the findings.
  - B. Usually a review of the literature, the findings, a discussion and recommendations.
  - C. Always present recommendations as well as an outline of the methods used and the findings.
  - D. At least a review of the literature, the methods used, the findings and a discussion. They have some common elements but may vary in overall organisational structure.
- ANSWER: D

107. The information of MIS comes from the

- A. Internal source
- B. External source
- C. Both Internal and External sources
- D. None of the above

ANSWER: C

108. The back bone of any organization is

- A. information
- B. management
- C. employee
- D. capital

ANSWER: A

109. The flow of information through MIS is

- A. need dependent
- B. organization dependent
- C. information dependent
- D. management dependent

ANSWER: A

110. Internal information for MIS may come from any one of the following department.

- A. Customers care department
- B. HR department
- C. Marketing department
- D. Production department

ANSWER: A

111. Which of the following is considered a method to help overcome personal barriers to effective communication?

- A. Impulsive behavior
- B. Poor administrative practices
- C. Engaging in excessive impression management
- D. Improvement of listening skills

ANSWER: D

112. MIS normally found in a manufacturing organization will not be suitable in the \_\_\_\_\_.

- A. service sector
- B. banking sector
- C. agriculture sector
- D. none of the above

ANSWER: A

113. In claim letter the initial statement should contain

- A. Good news
- B. Bad news.
- C. Mixed news
- D. Ambiguous

ANSWER: A

114. Management information systems (MIS)

- A. create and share documents that support day - today office activities
  - B. process business transactions (e.g., time cards, payments, orders, etc.)
  - C. capture and reproduce the knowledge of an expert problem solver
  - D. use the transaction data to produce information needed by managers to run the business
- ANSWER: D

115. ----- include investigation of an issue or problem or Calculation of financial ratios of a company.

- A. Formal report
- B. Analytical Letter Reports
- C. Scientific Reports
- D. Informational Letter Reports

ANSWER: B

116. Text Parts are \_\_\_ basic parts of a formal report.

- A. 3
- B. 4
- C. 5
- D. 6

ANSWER: A

117. Supplementary Parts are usually short messages with natural, casual use of language.

- A. Formal reports
- B. Informal reports
- C. Short reports
- D. Progress report

ANSWER: C

118. Sales letters start with

- A. An easy and effective way
- B. An attention-getting device
- C. A smooth story
- D. Buffer

ANSWER: B

119. Complaint letter should be called-----.

- A. Persuasive letters
- B. Claim letter
- C. Inquiry letters
- D. Sales letters

ANSWER: B

120. \_\_\_\_\_ is an organized portfolio of formal systems for obtaining processing and delivering information in support of the business operations and management of an organization.

- A. MIS
- B. DSS
- C. MRS
- D. none of the above

ANSWER: A

121. \_\_\_\_\_ expressly designed for the support of individual and collective decision making.

- A. MIS
- B. DSS
- C. IPS
- D. OSS

ANSWER: B

122. Which writing style characterizes the memos?

- A. Informal
- B. Formal
- C. Impersonal tone
- D. Neutral

ANSWER: A

123. ----- letter is the reply to complaint.

- A. Adjustment
- B. An inquiry
- C. Collection
- D. Sales

ANSWER: A

124. In claim letter the initial statement should contain

- A. Good news
- B. Bad news.
- C. Mixed news
- D. Ambiguous

ANSWER: A

125. When a person receives a message, it is their responsibility to provide the sender:

- A. Feedback
- B. Self Concept
- C. Perception
- D. Nonverbal Clues

ANSWER: A

126. -----are routine reports prepared at regular time interval-daily, weekly, monthly quarterly or annually.

- A. Periodic Reports
- B. Formal Reports
- C. Progress Reports
- D. Conference Reports

ANSWER: A

127. Registering sound vibrations

- A. Hearing
- B. Verbal communication
- C. Non - Verbal communication
- D. Listening

ANSWER: A

128. Pronouncing words clearly and correctly so that each sound can be heard

- A. Enunciation

- B. Verbal communication
  - C. Talking loudly
  - D. listening
- ANSWER: A

129. The method used to communicate a message (text, talking, writing, etc)

- A. Channel
  - B. Colloquialism
  - C. Communication
  - D. correspondence
- ANSWER: A

130. This time is yours to use as you please, use it for the things you value most in life.

- A. Committed time
  - B. Discretionary time
  - C. Maintenance time
  - D. Family time
- ANSWER: B

131. The time you spend on activities such as eating, sleeping, bathing, exercises, and caring for your home is \_\_\_\_\_.

- A. Committed time
  - B. Discretionary time
  - C. Maintenance time
  - D. Family time
- ANSWER: C

132. This time is devoted to school labs, studying work, commuting, and other activities involving your immediate and long-term goals.

- A. Committed time
  - B. Discretionary time
  - C. Maintenance time
  - D. Family time
- ANSWER: A

133. ----- are usually short messages with natural, casual use of language

- A. Formal reports
  - B. Informal reports
  - C. Short reports
  - D. Progress report
- ANSWER: B

134. ----- include investigation of an issue or problem or Calculation of financial ratios of a company.

- A. Formal report
  - B. Analytical Letter Reports
  - C. Scientific Reports
  - D. Informational Letter Reports
- ANSWER: B

135. ----- letter is the reply to complaint.

- A. Adjustment
- B. An inquiry
- C. Collection
- D. Sales

ANSWER: A

136. Managing your time consistently involves creating good study habits and getting organized. Which of the following will NOT allow you to accomplish that?

- A. Packing your lunch the night before
- B. Putting your backpack at the door
- C. Studying all night for an exam
- D. Backing up your work

ANSWER: C

137. A creative way to brainstorm, plan, and put your vision into action is to use a(an) \_\_\_\_\_.

- A. Mind map
- B. Visualization
- C. Time log
- D. To-do list

ANSWER: A

138. Business letters produce immediate effect because they are

- A. interesting
- B. informal
- C. brief
- D. formal

ANSWER: B

139. Letters that please the receiver are called

- A. good-news letters
- B. invitation letters
- C. yes letters
- D. routine letters

ANSWER: A

140. What is one of the major barriers to effective time management?

- A. Procrastination
- B. Being well organized
- C. Lack of money
- D. Lack of time

ANSWER: A

141. A memorandum (memo) is considered a brief form of written communication for

- A. legal use
- B. internal use
- C. external use
- D. formal use

ANSWER: B

142. The essence of time management is taking charge of your life and not allowing \_\_\_\_\_ to control you.

- A. Poor study skills and habits
  - B. Interruptions
  - C. Distractions
  - D. Anxiety
- ANSWER: B

143. The simplified style business letter has

- A. a salutation
  - B. a subject line
  - C. indentation
  - D. a complimentary close
- ANSWER: B

144. ----- type of orders are issued if there are a number of operational specialities

- A. written
  - B. general
  - C. mandatory
  - D. procedural
- ANSWER: B

145. ----- is a particular type of order in which the subordinate is not only ordered to do a job but also given guidance on how to do it

- A. Instruction
  - B. Procedural
  - C. persuasion
  - D. Advice
- ANSWER: A

146. If the employees do not abide by the norms of organisation, or violate the rules and regulations the employer will give ----- to employee

- A. warning
  - B. suggestion
  - C. counselling
  - D. advice
- ANSWER: A

147. ----- barrier is related to the process of coding and decoding the message

- A. organisational
  - B. semantic
  - C. technological
  - D. Individual
- ANSWER: B

148. ----- barriers are caused due to the faulty physical conditions such as ringing telephone, poor listening, etc

- A. interpersonal
  - B. physical
  - C. technological
  - D. organizational
- ANSWER: B

149. Oral communication is the interchange of \_\_\_\_\_ between the sender and receiver.

- A. written messages
- B. verbal messages
- C. cues and clues
- D. signs and gestures

ANSWER: B

150. The foremost barrier to oral communication is

- A. interestedness
- B. humility
- C. concentration
- D. poor listening

ANSWER: D

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