



Dr.G.R.Damodaran College of Science

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CRISL rated 'A' (TN) for MBA and MIB Programmes

II BCOM (ECOMMERCE/INFORMATION TECHNOLOGY/COMPUTER APPLICATIONS)[2016-2019]

Semester III

Skill Based Subject: PROFESSIONAL COMMUNICATION - 300G2

Multiple Choice Questions.

1. Communication through words is called-----

- A. verbal communication
- B. Fidelity
- C. non verbal communication
- D. grapevine communication

ANSWER: A

2. Communication without words spoken or written is called -----

- A. grapevine communication
- B. verbal communication
- C. feedback
- D. non verbal communication

ANSWER: D

3. Down ward communication flows from ----- to -----

- A. Upper to lower
- B. Lower to upper
- C. Horizontal
- D. Diagonal

ANSWER: A

4. Horizontal communication takes place between -----

- A. superior to subordinate
- B. subordinate to superior
- C. employees with same status
- D. none of these

ANSWER: C

5. The process of communication starts _____

- A. much before words are spoken
- B. after words are spoken
- C. before sunset
- D. after writing an examination

ANSWER: A

6. ----- is a written or typed communication sent through a telex machine

- A. fax
- B. e mail
- C. circular
- D. advertisement

ANSWER: A

7. Kinesics studies-----

- A. space
- B. time
- C. stress
- D. body language

ANSWER: D

8. The study of communication through touch is -----

- A. chronemics
- B. haptics
- C. proxemics
- D. semantics

ANSWER: B

9. The formal greeting with which a business letter begins is called--

- A. reference
- B. subject
- C. salutation
- D. body copy

ANSWER: C

10. _____ communication is the ability to express positive and negative ideas in honest and direct way.

- A. Assertive
- B. Verbal
- C. Stressful
- D. Negative

ANSWER: A

11. _____ shows interest and also helps to keep the conversation going.

- A. Judging
- B. Confronting
- C. Asking questions
- D. Stressing

ANSWER: C

12. Being _____ is one of the useful skill for communication.

- A. ignorant
- B. inconsiderate
- C. attentive

D. neglecting
ANSWER: C

13. Assertive communication increases our _____.

- A. self-esteem
- B. humility
- C. meekness
- D. modesty

ANSWER: A

14. Positive communication reduces _____.

- A. misery
- B. anxiety
- C. apprehension
- D. all

ANSWER: D

15. Assertive communication enables us to make _____.

- A. postponement
- B. delay
- C. decisions
- D. indecision

ANSWER: C

16. 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

17. Positive assertiveness leads to become a better _____.

- A. leader
- B. subordinate
- C. dependent
- D. subject

ANSWER: A

18. Reduce _____ while being positively assertive.

- A. peace
- B. stability
- C. conflict
- D. harmony

ANSWER: C

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

- A. Diagonal
- B. Informal

- C. Serial
- D. Verbal

ANSWER: B

20. Through the assertiveness one can reduce _____.

- A. satisfaction
- B. frustration
- C. contentment
- D. gratification

ANSWER: B

21. Relieve _____ through positive communication.

- A. de-emphasis
- B. unimportance
- C. stress
- D. relaxation

ANSWER: C

22. Being positively can help you get _____ of what you want in life.

- A. more
- B. less
- C. some
- D. few

ANSWER: A

23. 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

24. 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

25. _____ is philosophy of personal responsibility.

- A. Ambiguity
- B. Weakness
- C. Mildness
- D. Assertiveness

ANSWER: D

26. Organizations hiring hundreds of new employees every year must adopt a more ----- towards the

recruiting process.

- A. systematic approach
- B. organizational approach
- C. . direct approach
- D. indirect approach

ANSWER: A

27. Screening stage,--- stage and final stage are the three stages of interview process

- A. collection
- B. opportunity
- C. selection
- D. all of the above

ANSWER: C

28. An effective oral presentation process follows _____ steps.

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

ANSWER: A

29. _____ interviews help recruiters see how you handle yourself under pressure.

- A. Situational
- B. Stress
- C. . Group
- D. Formal

ANSWER: B

30. Which one of the following is not the part of five stages of negotiation?

- A. Gather information that helps you
- B. Discussion, Proposals.
- C. To negotiate the Issue, Confirmation
- D. Exchanging greeting

ANSWER: D

31. Communication takes place when two or more people exchange _____

- A. their belongings
- B. their books
- C. information or ideas
- D. their cloths

ANSWER: C

32. Assertiveness is being _____ with yourself and others.

- A. honest
- B. cheated
- C. untruthful
- D. false

ANSWER: A

33. The point of _____ is to try to reach agreements without causing future barriers to communication.

- A. mishandling
- B. negotiation
- C. failing
- D. skimping

ANSWER: B

34. 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

35. Set off the list of Do and Donts by using-----

- A. Body
- B. letter heads
- C. Bullets
- D. Formal

ANSWER: C

36. 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

37. The ----- of the first paragraph was optimistic, so I wasn't expecting the bad news in the middle

- A. tone
- B. Active Voice
- C. Direct mail
- D. Punctuation

ANSWER: A

38. _____ approach is needed in negotiation.

- A. Disorderly
- B. Confused
- C. Disorganized
- D. Structured

ANSWER: D

39. Phonemes are _____.

- A. variations in sound
- B. variations in context
- C. variations in rhythm

D. group of sounds or one sound

ANSWER: D

40. Our address and phone number are shown on our -----

- A. letterhead
- B. snailmail
- C. postage
- D. salutation

ANSWER: A

41. . In block text format, you do not -----each paragraph

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

ANSWER: A

42. A phoneme is a set of _____.

- A. allophones
- B. diphthongs
- C. contrastive speech segments
- D. phones

ANSWER: A

43. A _____ is the smallest unit of sound in speech.

- A. Phoneme
- B. Allophone
- C. diphthongs
- D. vowel sound

ANSWER: A

44. _____ is one of two or more variants of the same phoneme.

- A. Diphthongs
- B. Allophones
- C. Monophthongs
- D. Vowel sounds

ANSWER: B

45. 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

46. _____ is receiving language through the ears.

- A. Listening
- B. Speaking

C. Reading

D. Writing

ANSWER: A

47. The most modern letter style is

A. modified-block

B. full-block

C. simplified.

D. block.

ANSWER: C

48. Editing involves checking a document for factual accuracy, logical flow, conciseness, and

A. spelling.

B. format errors

C. clarity and tone.

D. grammar.

ANSWER: C

49. A basic rule for using a plural in medical terms is that with terms ending in

A. um, add an a.

B. us, add an i

C. a, keep the a and add e.

D. is, keep the is and add es.

ANSWER: C

50. Which letter style uses open punctuation and is too informal to use in a medical office?

A. modified-block

B. simplified

C. full-block

D. block

ANSWER: B

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

A. content

B. mechanical

C. language

D. technical

ANSWER: B

52. 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

53. _____ ability is the capacity to understand the spatial relation among objects.

A. Logical

- B. Spatial
- C. Numerical
- D. Inductive

ANSWER: B

54. A _____ reasoning test is a fundamental part of any assessment.

- A. logical
- B. irrational
- C. unwise
- D. implausible

ANSWER: A

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

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

ANSWER: C

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

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

ANSWER: A

57. One fundamental of effective writing is to put the key information at the beginning.

- A. case
- B. example
- C. principle
- D. situation

ANSWER: C

58. Avoid down the beginning of the letter with abundant information of which the reader is already aware, however

- A. gearing
- B. setting
- C. weighing
- D. writing

ANSWER: C

59. Effective writing is reading that makes the recipient want to read further

- A. affected
- B. effortless
- C. effusive
- D. offensive

ANSWER: B

60. Verbal reasoning is understanding and reasoning using concepts framed in _____.

- A. images
- B. symbols
- C. pictures
- D. words

ANSWER: D

61. Try to aim for a style, but without employing bad grammar, slang, or otherwise questionable English.

- A. controversial
- B. convenient
- C. conventional
- D. conversational

ANSWER: D

62. Resume Action words are used in _____.

- A. resume
- B. application format
- C. curriculum vitae
- D. all

ANSWER: D

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

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

ANSWER: D

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

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

ANSWER: A

65. Non-verbally expressing an open and positive attitude leads to a supportive and _____ atmosphere in which goals may be met.

- A. negation
- B. opposition
- C. colloborative
- D. contrast

ANSWER: C

66. Letters that please the receiver are called

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

D. good-news letters

ANSWER: D

67. One of the positive indicator of non-verbal communication is dealing _____ with problems.

- A. rationally
- B. unwisely
- C. irrationally
- D. unrealistically

ANSWER: A

68. Form letters are also known as

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

ANSWER: C

69. 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

70. 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

71. Positive indicators communicate _____ goals and objectives.

- A. clear
- B. confused
- C. irrational
- D. unrealistic

ANSWER: A

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

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

ANSWER: C

73. The simplified style business letter has

- A. indentation
- B. a complimentary close

- C. a subject line
- D. a salutation

ANSWER: C

74. Modern business letters are usually written in

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

ANSWER: C

75. _____ skills are the skills used by a person to interact with others properly.

- A. Intrapersonal
- B. Listening
- C. Reading
- D. Interpersonal

ANSWER: D

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

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

ANSWER: A

77. -----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

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

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

ANSWER: C

79. . Proposal should be written in a

- A. Future tense
- B. Past tense
- C. Present tense
- D. Present continuous

ANSWER: A

80. 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

81. How unnecessary repetition should be treated for successful business message?

- A. adopted
- B. avoided
- C. adapted
- D. submitted

ANSWER: B

82. 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

83. 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

84. _____ are the skills that are possessed by a person individually.

- A. Interpersonal
- B. Speaking
- C. Reading
- D. Intrapersonal

ANSWER: D

85. 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

86. Mind is the primary source that triggers _____ a message pathway. the person who decodes a message.

- A. silence
- B. communication
- C. decision-making
- D. contemplation

ANSWER: B

87. Noise does the following

- A. focuses wandering thoughts
- B. enhances a message
- C. distorts or interferes with a message.
- D. causes listeners to listen to messages more carefully.

ANSWER: C

88. For forming a proper communication both models of communicator should have a _____ relationship to each other.

- A. uncondusive
- B. conducive
- C. worthless
- D. adverse

ANSWER: B

89. An example of a communication channel is

- A. face-to-face conversation.
- B. feedback
- C. context.
- D. noise.

ANSWER: A

90. Which of the three components are part of the human communication process?

- A. Message, noise, feedback
- B. Message, recording, feedback
- C. Noise, feedback, jargon
- D. Feedback, message, critiquing

ANSWER: A

91. 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

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

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

ANSWER: B

93. 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

94. If something is said in error, it must be understood that interpersonal communication is

- A. forgettable
- B. reversible.
- C. irreversible.
- D. forgivable.

ANSWER: C

95. 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

96. 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

97. When you speak every word _____

- A. does not count
- B. if correctly spelt
- C. is uttered softly
- D. counts

ANSWER: D

98. Rumours would most likely flourish in situations where there is:

- A. strong leadership.
- B. mutual trust.
- C. anxiety and ambiguity.
- D. planned and well communicated change

ANSWER: C

99. This type of communication lies within two people.

- A. Group
- B. Public
- C. Dyadic
- D. Soliloquy

ANSWER: C

100. _____ 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

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

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

ANSWER: D

102. 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

103. In general, human beings are

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

ANSWER: D

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

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

ANSWER: A

105. Meta-communication relates to the speakers

- A. unintentional choice of both words and dress
- B. intentional choice of dress
- C. unintentional choice of words
- D. intentional choice of words

ANSWER: C

106. 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

107. 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

108. Three concepts of intrapersonal communication are _____.

- A. Self-conception
- B. Expectation
- C. Perception
- D. All

ANSWER: D

109. 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

110. ___ is not one of the 7 Cs of communication:

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

ANSWER: D

111. Human communication is essentially

- A. perfect
- B. imperfect
- C. short-lived
- D. emotional

ANSWER: B

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

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

ANSWER: B

113. Informative writing focuses primarily on the

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

ANSWER: D

114. In writing business letters, one has to be

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

ANSWER: D

115. _____ relates to thinking, concentrating and analysing within oneself.

- A. Internal discourse
- B. Solo-visual
- C. Solo-written communication
- D. Expectation

ANSWER: A

116. The principles of effective writing include

- A. accuracy
- B. brevity
- C. clarity
- D. brevity, clarity and accuracy

ANSWER: D

117. In a sentence, the verb agrees in number and person with its

- A. preposition
- B. object
- C. adverb
- D. subject

ANSWER: D

118. In issuing instructions, one should avoid the:

- A. subjunctive form
- B. passive voice
- C. imperative form
- D. active voice

ANSWER: B

119. Exchange of ideas between two or more persons is

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

ANSWER: C

120. If there is no receiver, there is no

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

ANSWER: A

121. _____ is a system of moral principles.

- A. Ethics
- B. Unethical
- C. Corruption
- D. Dishonesty

ANSWER: A

122. Which is not the type of communication channel

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

ANSWER: D

123. . Communication without words is called

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

ANSWER: A

124. When a receiver receives a message, they must first _____ the symbols.

- A. Decode
- B. Understand
- C. Filter
- D. Listen to

ANSWER: A

125. 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

126. Communication in groups of between 3 and 20 individuals is _____ communication.

- A. large-group
- B. dyadic
- C. public
- D. small-group

ANSWER: D

127. _____ provides opportunity to air views.

- A. Positive indicators
- B. Mistakes
- C. Problems

D. Awful situation

ANSWER: A

128. All of the following are types of communication except

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

ANSWER: A

129. 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

130. Raised eyebrows and shrugs are examples of

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

ANSWER: A

131. All of the following may be used in nonverbal communication except

- A. cue cards
- B. costumes.
- C. office decor.
- D. artifacts.

ANSWER: A

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

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

ANSWER: D

133. 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

134. All of the following are necessary for communication except

- A. senders.
- B. receivers.

- C. filters.
- D. messages.

ANSWER: C

135. _____ thinking is fundamental of ethical communication.

- A. Immature
- B. Irresponsible
- C. Responsible
- D. Solo

ANSWER: C

136. _____ is self-orientation to know what is true or false, good or bad.

- A. Ambiguity
- B. Confusion
- C. Belief
- D. Ignorance

ANSWER: C

137. 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

138. _____ deals with writing for oneself and not for others.

- A. Solo-vocal
- B. Internal discourse
- C. Solo-written communication
- D. Public communication

ANSWER: C

139. _____ show off your awesome accomplishments.

- A. Active verbs
- B. Non-action verbs
- C. Negative verbs
- D. Passive verbs

ANSWER: A

140. In a _____ each person gets something in exchange for giving something else they want more.

- A. intractability
- B. mishandling
- C. compromise
- D. negotiation

ANSWER: D

141. At least _____ of the grapevine on organizational matters is considered to be correct.

- A. 50%
- B. 75%
- C. 20%
- D. 90%

ANSWER: B

142. The _____ stage is the stage of the listening process wherein the listener provides verbal and nonverbal reactions.

- A. responding
- B. reading
- C. writing
- D. speaking

ANSWER: A

143. _____ needs to be an active process, rather than a passive one.

- A. Hearing
- B. Interpreting
- C. Listening
- D. Diverting

ANSWER: C

144. Another word to describe responding with understanding is _____.

- A. empathy
- B. indifference
- C. misunderstanding
- D. discord

ANSWER: A

145. _____ is a distinctive way of pronouncing a language.

- A. Accent
- B. Minimization
- C. Underemphasis
- D. Playdown

ANSWER: A

146. Being timely is one of the _____ skills.

- A. responding
- B. reading
- C. writing
- D. listening

ANSWER: A

147. _____ is one of the non-verbal signs of active listening.

- A. Smiling
- B. Questioning
- C. Remembering
- D. Summarising

ANSWER: A

148. _____ is one of the signs of verbal active listening.

- A. Posture
- B. Mirroring
- C. Positive Reinforcement
- D. Distraction

ANSWER: C

149. Ethics is a system of _____ principles.

- A. immoral
- B. illegal
- C. misbehaving
- D. moral

ANSWER: D

150. _____ thinking is one of the fundamentals of ethical communication.

- A. Responsible
- B. Irresponsible
- C. Unreliable
- D. Immature

ANSWER: A

Staff Name
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