

Roll No.

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Paper ID: EB003

Course Code: CEBC III

Examination (July - 2023)
Certificate Programme in Effective Business and Social Communication

Effective Communication in English

Time Allowed: 2 Hours

Max. Marks: 70

Instructions for the Students

1. The question paper shall consist of 70 Multiple Choice questions.
2. All questions are compulsory. Each question carries 1 mark.
3. There will be no negative marking.

<p>Q1. Which of the following can be considered as semantic barriers in communication?</p> <p>(A) functional specialization</p> <p>(B) organisational policy</p> <p>(C) faulty translation</p> <p>(D) use of technical language</p> <p>(E) unqualified assumptions</p> <p>a) A,B,C b) C,D,E c) B,C,D d) B,D,E</p>	<p>Q2. Which of the following is correct: the process of communication?</p> <p>a) encoding, receiver, message, response, feedback, the sender</p> <p>b) sender, encoding, message, decoding, receiver, response, feedback</p> <p>c) sender, response, encoding, message, decoding, receiver, feedback</p> <p>d) sender, decoding, message, encoding, receiver, response, feedback</p>
<p>Q3. When is communication process complete?</p> <p>a) when sender transmits the message</p> <p>b) when the message enters the channel</p> <p>c) when the message leaves the channel</p> <p>d) when the receiver understands the message</p>	<p>Q4. Which of the following is excluded from the list of communication barriers</p> <p>a) physical</p> <p>b) semantic</p> <p>c) philosophical</p> <p>d) psychological</p>

<p>Q5. Which of these must be avoided for effective communication</p> <p>a) sharing of activity b) listening c) ambiguity d) politeness</p>	<p>Q6. The ____ in the usage of words may be a serious barrier to effective communication</p> <p>a) disturbance b) discrimination c) disorder d) distortion</p>
<p>Q7. Semantic barrier of communication is implied when the</p> <p>a) when the signal is lost before reaching the receiver b) message transmitted by the source is unclear c) receiver's attention is diverted d) receiver does not understand the meaning of the message</p>	<p>Q8. ____ describes all forms of human communication that are not verbal</p> <p>a) prosody b) vocalics c) haptics d) para language</p>
<p>Q9. ____ is the study of touches as non verbal communication.</p> <p>a) haptics b) body language c) gestures d) prosody</p>	<p>Q10. Match the following body language gestures with their meanings:</p> <p>(1) rolling one's eyes a. lack of confidence (2) nodding b. exasperation (3) the crossing of arms c. confirmation (4) shaking of legs d. defensive</p> <p>a) 1-d, 2-c, 3-b, 4-a b) 1-c, 2-a, 3-d, 4-b c) 1-b, 2-c, 3-d, 4-a d) 1-a, 2-b, 3-c, 4-d</p>
<p>Q11. Which of the following signifies non verbal communication in an essential way</p> <p>a) instructions written on a question paper b) learner attending an online class c) the dress code followed by an individual d) yoga instructor teaching yoga poses to the pupils</p>	<p>Q12. When there is similarity of background between the sender and the receiver such as age, language, nationality, religion, gender then this is called _____ context.</p> <p>a) social b) cultural c) physical d) dynamic</p>

<p>Q13. Most of us use ___ and ___ in addition to words when we speak</p> <p>a) words and gestures b) gestures and body language c) body language and posture d) posture and eye gazing</p>	<p>Q14. Which one of the is types of listening:</p> <ol style="list-style-type: none"> 1. comprehension listening 2. critical listening 3. evaluative listening 4. intensive listening <p>a) 1,2,3 b) 2,3,4 c) 3,4,1 d) 4,2,1</p>
<p>Q15. ___ listening means learning through conversation.</p> <p>a) evaluative b) appreciative c) dialogic d) empathetic</p>	<p>Q16. In ___ listening the difference between the sounds is identified</p> <ol style="list-style-type: none"> a) discriminative b) comprehension c) dialogic d) empathetic
<p>Q17. Evaluative listening is also called _____.</p> <ol style="list-style-type: none"> a) therapeutic b) evaluative c) dialogic d) impathetic 	<p>Q18. Hearing is only an important component of _____</p> <ol style="list-style-type: none"> a) hearing b) listening c) talking
<p>Q19. A well organised talk is a ___ talk</p> <ol style="list-style-type: none"> a) short b) long c) random d) structured 	<p>Q20. Which of these is the study and classification of speech sounds</p> <ol style="list-style-type: none"> a) gestures b) speech style c) phonetics d) spoof
<p>Q21. ___ is an aggressive behaviour and will most likely bring a negative response from the speaker.</p> <ol style="list-style-type: none"> a) interrupting b) yawning c) slapping d) dancing 	<p>Q22. Which of these is not an ingredient of the speech process</p> <ol style="list-style-type: none"> a) message b) audience c) feedback d) reading comprehension
<p>Q23. Which of these is the most important element of the speech process</p> <ol style="list-style-type: none"> a) message b) audience c) feedback d) speech style 	<p>Q24. Which of these factors do not make the oral discourse effective</p> <ol style="list-style-type: none"> a) dullness b) fluency c) self expression d) phonetics
<p>Q25. Which of these means giving emphasis to a syllable</p> <ol style="list-style-type: none"> a) voice quality b) word stress c) tone d) message 	<p>Q26. ___ tone is used when speaker wants to bring about a group impression of her life</p> <ol style="list-style-type: none"> a) outraged b) reflective c) restrained d) urgent

<p>Q27. The _____ speech is also called reported speech</p> <p>a) direct b) indirect c) indefinite d) definite</p>	<p>Q28. During presentation using an OHP. One can read information line by line using an opaque sheet to cover the transparency with a view to minimize distraction. This technology is called _____.</p> <p>a) positive disclosure b) zero disclosure c) negative disclosure d) progressive disclosure</p>
<p>Q29. In presentation which things play an equal role ?</p> <p>a) content and voice b) text and font c) time and size d) sort and indent</p>	<p>Q30. Which of these represent defiance?</p> <p>a) Clenched fist b) Clinton thumb c) Fig sign d) Dap greeting</p>
<p>Q31. Which of these does not mean stage fear?</p> <p>a) aphonia b) phonia c) aphonia clericorum d) aphonia paralytica</p>	<p>Q32. Which can you say after being introduced to someone for the first time?</p> <p>a) Nice to meet you b) Nice to greet you c) Nice to see you d) Nice to be you</p>
<p>Q33. Which of these qualities are important in a group discussion</p> <p>a) emotional stability b) hostility c) ignorance d) aggressiveness</p>	<p>Q34. Which thing will enhance readability in presentation</p> <p>a) empty space on the slide b) background of the slide c) font size d) style of font</p>
<p>Q35. SQ3R technique of reading stands for:</p> <p>a) survey, question, read, recall, review b) survey, quotient, read, review, recall c) survey, question, relief, recall, read d) survey, question, recall, review, read</p>	<p>Q36. Which of these is not a type of text for reading</p> <p>a) reference material b) chats c) scientific text d) technical text</p>
<p>Q37. The problem with proof reading is that you have to be good at _____ and _____.</p> <p>a) spelling, punctuation b) pronunciation, spelling c) punctuation, pronunciation d) paraphrasing, spelling</p>	<p>Q38. The second step in the SQ3R of reading is</p> <p>a) survey b) question c) read d) interview</p>
<p>Q39. Which of the following is not appropriate for developing reading skill</p> <p>a) reading aloud b) scanning a text c) reading for inference d) use of abbreviation</p>	<p>Q40. Which of the following is not a sub skill of reading</p> <p>a) connecting b) predicting c) synthesising d) transcribing</p>

<p>Q41. Which of the following statements is true about skimming</p> <p>a) It means detailed study of the textbook for thorough mastery of the language</p> <p>b) It is the study of content material, words, phrases and the study of grammar based on it</p> <p>c) It is the technique of reading in order to get a general overview of the text</p> <p>d) It is an act of reading backward</p>	<p>Q42. Which of these is based on effective listening</p> <p>a) note taking</p> <p>b) notice writing</p> <p>c) letter writing</p> <p>d) predicting</p>
<p>Q43. Which of these words is used in technical writing</p> <p>a) apex</p> <p>b) top</p> <p>c) slanting</p> <p>d) bottom</p>	<p>Q44. Technical writing demands _____ use of language</p> <p>a) figurative</p> <p>b) poetic</p> <p>c) factual</p> <p>d) dramatic</p>
<p>Q45. Which statement is true for the spacing of a memo</p> <p>a) everything is double spaced except for body paragraph</p> <p>b) the entire document is single spaced</p> <p>c) the entire document is double spaced</p>	<p>Q46. Pictographs' are a type of which kind of chart or graph</p> <p>a) flow chart</p> <p>b) pie chart</p> <p>c) bar chart</p> <p>d) line graph</p>
<p>Q47. A paragraph is a group of sentences that talk about _____</p> <p>a) one topic</p> <p>b) two topics</p> <p>c) multiple topics</p> <p>d) both a) and c)</p>	<p>Q48. When we talk about how to boil an egg, it is an example of _____</p> <p>a) descriptive paragraph</p> <p>b) example paragraph</p> <p>c) process paragraph</p> <p>d) narrative paragraph</p>
<p>Q49. Language of a memo should be ___ and ___ to understand</p> <p>a) indirect, personal</p> <p>b) direct, concise</p> <p>c) lucid, easy</p> <p>d) concise, difficult</p>	<p>Q50. Manage sentence length is the part of ___ in writing</p> <p>a) editing</p> <p>b) proofreading</p> <p>c) revising</p> <p>d) none of these</p>
<p>Q51. Which process is helpful to improve overall quality of writing</p> <p>a) editing</p> <p>b) proofreading</p> <p>c) revising</p> <p>d) none of these</p>	<p>Q52. Word count reduction is part of _____</p> <p>a) proofreading</p> <p>b) editing</p> <p>c) revising</p> <p>d) none of these</p>

<p>Q53. What is the purpose of the first sentence of the body of a memo</p> <p>a) introduce the writer of the memo</p> <p>b) states the purpose of memo and/or what action the reader needs to take</p> <p>c) tells the audience who to interact with if they have queries</p> <p>d) serves as a formal greeting</p>	<p>Q54. In a memo reasoning on hiring, firing and purchasing etc. is known as</p> <p>a) affiliations</p> <p>b) procedures</p> <p>c) recommendations</p> <p>d) preference</p>
<p>Q55. Memos are usually ____ page(s) long</p> <p>a) 5</p> <p>b) 2</p> <p>c) 3</p> <p>d) 1</p>	<p>Q56. In letter writing, ____ indicates to the reader of the letter what the ____ is about.</p> <p>a) salutation, letter</p> <p>b) subject, notice</p> <p>c) body, memo</p> <p>d) subject, letter</p>
<p>Q57. Which of these is not mentioned in a resume</p> <p>a) address</p> <p>b) age</p> <p>c) nationality</p> <p>d) experience</p>	<p>Q58. Resume is a _____ word</p> <p>a) French</p> <p>b) German</p> <p>c) Indian</p> <p>d) American</p>
<p>Q59. Which one of the following is the correct structure of the letter</p> <p>a) address, date, body, subject, signature, enclosure</p> <p>b) address of applicant, date, salutation, subject, body, signature, enclosure</p> <p>c) address, salutation, date, body, subject, enclosure, signature</p> <p>d) address, date, subject, body, salutation, enclosure, signature</p>	<p>Q60. Curriculum Vitae is a _____ word</p> <p>a) French</p> <p>b) German</p> <p>c) Latin</p> <p>d) Indian</p>
<p>Q61. ____ is sent to specific group of people whereas ____ may be meant for the general public</p> <p>a) notice, memo</p> <p>b) memo, circular</p> <p>c) notice, circular</p> <p>d) circular, notice</p>	<p>Q62. Which of these is not mentioned in a job description CV?</p> <p>a) date</p> <p>b) name</p> <p>c) nationality</p> <p>d) education</p>
<p>Q63. As a means of communication emails have features of the immediacy of both ____ and ____</p> <p>a) reading, receiving</p> <p>b) writing, sending</p> <p>c) calling, receiving</p> <p>d) receiving, sending</p>	<p>Q64. A résumé needs conceptualization of your ____ and ____ all into one document</p> <p>a) objectives, experiences</p> <p>b) projects, skills</p> <p>c) accomplishments, experiences</p> <p>d) skills, aims</p>

<p>Q65. ___ is essentially a statement of facts of a situation, project process on test and it should be supported by _____</p> <p>a) notice, proof b) technical report, evidence c) memo, information d) letter, documents</p>	<p>Q66. Where is the date mentioned in a notice</p> <p>a) top left b) top right c) bottom left d) bottom right</p>
<p>Q67. Where is the date mentioned in minutes</p> <p>a) top left b) top right c) bottom left d) bottom right</p>	<p>Q68. Informal meetings mark the___ of the problem</p> <p>a) immediately b) immediacy c) importance d) improvement</p>
<p>Q69. Say whether true or false:</p> <p>1) use simple language without clichés while writing memo 2) Minutes are submitted by the name of the typist who has typed the minutes 3) The minutes of the meeting should contain the point of view of the minute taker 4) You can use tables and charts in a memo</p> <p>a) false, true, true, false b) true, false, false, true c) false, true, true, true d) false, false, false, false</p>	<p>Q70. Where is the signature of the secretary mentioned in minutes</p> <p>a) top left b) top right c) bottom left d) bottom right</p>