

Business Communication Workshop (HUM-200)

Quiz 1

- 1) The process of transmitting coded message from sender to receiver is called -----.
a) Encoding b) Decoding c) Feedback d) Communication
- 2) The English word communication is derived from ----- language.
a) Latin b) French c) English d) Hindi
- 3) 'Communis' means to -----.
a) Look back b) To make known c) To make common d) To set aside
- 4) There are two participants in the process of communication -----.
a) Stranger and Enemy b) Encoding and Decoding c) Sender and Receiver d) Medium and Message
- 5) The main aim of communication is to get an -----response from the receiver.
a) Understanding b) No reply c) No question d) Answer
- 6) -----is the WHO of the communication process.
a) The Sender b) The receiver c) The medium d) The message
- 7) -----is the WHAT of the communication process.
a) The Sender b) The receiver c) The medium d) The message
- 8) -----is the person or group of persons to WHOM the message is directed.
a) The Sender b) The receiver c) The medium d) The message
- 9) -----feedback indicates to the sender that message has been understood by the receiver.
a) Positive b) Negative c) Slow d) Quick
- 10) -----sends feedback to the sender.
a) The receiver b) Message c) Medium d) Barrier
- 11) Messages go out of an organization to customers, suppliers, banks, insurance companies, government department, the mass media and general public, this is called as ----- external channel of communication.
a) Outward b) Inward c) Formal d) Informal

12) Organization receives messages from t customers, suppliers, banks, insurance companies, government department, the mass media and general public, this is called as ----- external channel of communication.

a) Outward b) Inward c) Formal d) Informal

13) The flow of communication within the organization among its employees is called ----- channel of communication.

a) Outward b) Inward c) External d) Internal

14) -----communication is the authority-based communication, it is official and flows through the line of authority.

a) External b) Inward c) Formal d) Informal

15) Communication that takes place with the help of words or language is ----- communication.

a) Verbal b) Nonverbal c) Visual d) Audio visual

16) Communication that takes place with the help of spoken words is -----communication.

a) Oral b) Nonverbal c) Visual d) Body language

17) Communication that takes place with the help of written words is -----communication.

a) Oral b) Nonverbal c) Written d) Body language

18) Communication that takes place without the help of color is -----communication.

a) Verbal b) Nonverbal c) Visual d) Oral

19) – is type of oral communication.

a) Paralanguage b) Public speaking c) Haptics d) chart

20) From a study of our -----, we can judge the speaker's true feelings or intentions during the interaction.

a) Verbal b) Nonverbal c) Visual communication d) Body movements

21) -----is vital part of communication, it includes facial expressions, eye contact, gestures, postures and even dress and grooming.

a) Verbal b) Audio visual c) Visual d) Body language

22) -----is an example of nonverbal communication.

a) TV b) Body language c) Singing d) Tele conferencing

23) A -----is an action of the hand, head or body, which conveys a message.

a) Verbal b) Posture c) Gesture d) Grooming

24) -----is an important part of body language, it means the manner in which we carry ourselves i.e., the way we walk, sit and stand.

a) Verbal b) Nonverbal c) Posture d) Body language

25) -----includes pitch, volume, intonation and such nonverbal elements of communication which modify meaning and convey emotion.

a) Verbal b) Nonverbal c) Visual d) Para language

26) -----are combination of verbal and nonverbal factors, because they consists of pictures as well as words.

a) Posters b) Para language c) Postures d) Body language

27) -----can be called the language of space.

a) Posters b) Proxemics c) Postures d) Body language

28) -----communication has legal value as it is recorded and official.

a) Oral b) Nonverbal c) Written d) Person to Person

29) -----is the use of language appropriate to the occasion.

a) Stress b) Register c) Tone d) Body language

30) -----is the way we raise the frequency of our voice while speaking.

a) Stress b) Register c) Accent d) Pitch

31) ----is the combination of raised and lowered voice used for additional meaning.

a) Stress b) Register c) Tone d) Accent

32) -----is type of written communication.

a) Color b) Letter c) Speeches d) Body language

33) -----is type of Person-to-Person communication.

a) Color b) Letter c) Interview d) Body language

34) -----is the study of how physical contact or touch is used to communicate the ideas and feelings.

a) Posters b) Etiquette c) Postures d) Haptic

35) -----is a standard of professional conduct and interaction that is meant to make people feel comfortable.

a) Posters b) Etiquette c) Postures d) Body language

36) Resistance to change is -----barrier.

a) Physical b) Semantic c) Psychological d) Cross cultural

37) Cultural differences between people from different countries are cause of ---- barrier.

a) Physical b) Semantic c) Psychological d) Cross cultural

38) ---is the complex system of values, traits, morals and custom shared by a society.

a) Culture b) Food c) Festivals d) color

39) Ethnocentrism is ---barrier.

a) Physical b) Semantic c) Psychological d) Cross cultural

40) -----is the image we have of ourselves.

a) Self-image b) Slanting c) Halo effect d) Abstraction

41) ----is a way of looking at reality. It is person specific.

a) Perception b) Slanting c) Halo effect d) Abstraction

42) -----arises from the unfounded belief that some people have about their superiority over other races.

a) Ethnocentrism b) Slanting c) Halo effect d) Abstraction

43) Listening is -----activity and hearing is physical activity.

a) External b) Individual c) Personal d) mental

44) Perception of sound, interpretation, evaluation and action are the four stages of the process of -----.

a) Communication b) Hearing c) listening d) Suggestion scheme

45) -----is defined as a skill involving conscious effort in following what is spoken, in recognizing the main points and making sure that they are understood.

a) Communication b) Hearing c) listening d) Suggestion scheme.

46) -----, according to researchers of communication, is the earliest language skill that develops in a child.

a) Listening b) Speaking c) Writing d) Reading

47) Some people have a habit of making mental notes. They sit with eyes closed and make note of what the speaker is trying to say. This is called as -----listening.

a) Intellectual b) Pretended c) Projective d) Emphatic

48) -----is fake listening.

a) Intellectual b) Pretended c) Projective d) Emphatic

49) In -----listening, the listener puts himself in the place of the speaker.

a) Intellectual b) Pretended c) Projective d) Emphatic

50) In -----listening the listener not only listens to the surface meaning but also try to understand the in-depth feelings and emotions of the speaker.

a) Intellectual b) Pretended c) Projective d) Emphatic

-----**Best of Luck**-----