				Quiz 1	A) Kev				
pics	Types and	forms of	Communicatio			s, Patter	ns and	Barrier	s in communication
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the g	iven options	and mark	the corresponding	ng letter on	n your answer table	<u>e.</u>		<u>Choose</u>	the <b>best answer</b> fro
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a.			•• ••	b. Non			- 1		nmunication
4.		er sends a	n email to their	•	ees regarding a ne	ew comp			
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	-	an aajusts	s their posture a		res confidently w	mne giv			amunication
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5. An American tourist in Japan asks for directions in English, but the local person does not understand. What communication barrier is present?

a. Cultural b. Physiological c. Semantic d. Physical	
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Question IV: Read the case study carefully. Then, answer the multiple-choice questions based on your understanding of the communication process, types, forms, and barriers present in the scenario. Choose the **best answer** from the given options and mark the corresponding letter on your answer table

TechSolutions Inc. is a multinational company with remote employees across different time zones. The project manager, Alex, scheduled a virtual meeting to discuss an upcoming software launch. However, several communication issues arose during the meeting:

- Alex spoke too fast, and some team members struggled to follow along.
- ➤ Maria, a team member from Spain, had difficulty understanding some technical terms used by the developers from the U.S.
- > The video call had frequent connectivity issues, causing delays and interruptions.
- > Sam, an introverted employee, hesitated to share his ideas due to anxiety.
- ➤ The company's strict hierarchy made junior employees feel uncomfortable giving feedback to senior managers.
- 1. Which step of the communication process is affected when Alex speaks too fast, making it difficult for others to understand?

a. Encoding	b. Decoding	c. Feedback	d. Channel					
2. What type of comm	unication is occurring in th	is virtual team meeting?						
a. Mass	b. Public	c. Interpersonal	d. Small Group					
3. Maria's difficulty in understanding technical jargon is an example of which communication barrier?								
a. Psychological	b. Physical	c. Semantic	d. Organizational					
4. The internet connectivity issues that caused delays in the meeting represent which type of								
communication barrier?								
a. Psychological	b. Physical	c. Semantic	d. Organizational					
a. 1 sychological	o. Tiljoloui	c. Semantic	G. Organizational					

## **Answer Table**

5. The strict hierarchy that prevents junior employees from sharing feedback is an example of what

form of communication barrier?

b. Physical

a. Psychological

QI	QII	QIII	QIV
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.
4.	4.	4.	4.
5.	5.	5.	5.

Semantic

d. Organizational

pics Types and form	ms of Commur		tiz 1(B) nmunication Proce	ess, Patterns an	d Barrier	rs in communication
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d. Verbal	delivers a live		g ciear and structt on-verbal		Meta-cor	nmunication
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4. A coach writes	sten-by-sten in					
a. Verbal	step-by-step in		on-verbal			nmunication
5. A speaker adjus	ts their tone an					
a. Verbal	ts then tone an		on-verbal			nmunication
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a. Intrapersonal	•		out their daily exp	d. Mass	motions.	e. Organizational
•	b. Inter	rpersonal	c. Small Group	d. Mass		
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5. A company memo is filled with unclear instructions and ambiguous language, leading to misunderstandings among employees. What barrier is causing the problem?

a. Psychological b. Physical c. Semantic d. Organizational

Question IV: Read the case study carefully. Then, answer the multiple-choice questions based on your understanding of the communication process, types, forms, and barriers present in the scenario. Choose the **best answer** from the given options and mark the corresponding letter on your answer table. [5 marks]

The marketing team at **BrightTech Solutions** is preparing for a new product launch. The team leader, Sarah, holds a virtual meeting to discuss the advertising strategy with her team members from different departments. However, several communication issues arise during the discussion:

- > Sarah explains the plan quickly without checking if everyone understands her points.
- ➤ Jake, a graphic designer, misunderstands the project timeline because Sarah used vague language.
- > A poor internet connection causes lag, making it difficult for team members to hear and respond on time.
- > Priya, a junior employee, hesitates to share her creative ideas due to nervousness and fear of criticism.
- > The finance team and marketing team struggle to communicate because they use different industry terms.
- 1. Which step of the communication process is affected when Sarah does not check for understanding while explaining the plan?

	1								
a. Encoding	b. Decoding	c. Feedback	d. Channel						
2. What form of comm	2. What form of communication is taking place during the virtual meeting?								
a. Mass	b. Public	c. Interpersonal	d. Small Group						
3. Jake's misunderstar	3. Jake's misunderstanding of the timeline due to vague language is an example of which								
communication bar	communication barrier?								
a. Psychological	b. Physical	c. Semantic	d. Organizational						
<b>4.</b> The internet connection issues affecting the meeting represent which type of communication barrier?									
a. Psychological	b. Physical	c. Semantic	d. Organizational						
<b>5.</b> Priya's fear of speaking up due to nervousness is an example of what communication barrier?									
a. Psychological	b. Physical	c. Semantic	d. Organizational						

## **Answer Table**

QI	QII	QIII	QIV
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.
4.	4.	4.	4.
5.	5.	5.	5.