

Quiz 1(A) Key					
Topics	Types and forms of Communication, Communication Process, Patterns and Barriers in communication				
Name		Section		Roll no	

**Question I:** Read each statement carefully to identify the type of communication. Choose the **best answer** from the given options and mark the corresponding letter on your answer table.

1. A teacher smiles and nods while a student answers a question in class.

a. Verbal	b. Non-verbal	c. Meta-communication
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2. A news anchor delivers the evening news using clear and structured speech.

a. Verbal	b. Non-verbal	c. Meta-communication
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3. During a debate, a speaker sarcastically says, "Oh, great idea!" while rolling their eyes.

a. Verbal	b. Non-verbal	c. Meta-communication
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4. A manager sends an email to their employees regarding a new company policy.

a. Verbal	b. Non-verbal	c. Meta-communication
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5. A politician adjusts their posture and gestures confidently while giving a speech.

a. Verbal	b. Non-verbal	c. Meta-communication
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**Question II:** Read each statement carefully to identify the form of communication. Choose the **best answer** from the given options and mark the corresponding letter on your answer table.

1. A team of five researchers collaborate on a new scientific project.

a. Intrapersonal	b. Interpersonal	c. Small Group	d. Mass	e. Public
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2. A CEO delivers a keynote address to an audience of 500 employees.

a. Intrapersonal	b. Interpersonal	c. Small Group	d. Mass	e. Public
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3. A social media influencer shares a live video with thousands of followers.

a. Intrapersonal	b. Interpersonal	c. Small Group	d. Mass	e. Public
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4. A student practices their speech alone in front of a mirror.

a. Intrapersonal	b. Interpersonal	c. Small Group	d. Mass	e. Public
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5. Two friends discuss their weekend plans over coffee.

a. Intrapersonal	b. Interpersonal	c. Small Group	d. Mass	e. Public
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**Question III:** Read each scenario carefully. Identify the type of communication barrier present in the situation. Choose the **best answer** from the given options and mark the corresponding letter on your answer table.

1. During an important online meeting, the sound of ongoing construction outside makes it difficult for employees to hear the speaker. What type of communication barrier is this?

a. Psychological	b. Physical	c. Semantic	d. Organizational
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2. A doctor explains a medical condition to a patient using complex medical terms. The patient struggles to understand. Which communication barrier is present?

a. Cultural	b. Physiological	c. Semantic	d. Physical
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3. A student is asked to present in front of the class, but they feel anxious and forget their points. What kind of communication barrier is this?

a. Psychological	b. Physical	c. Semantic	d. Organizational
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4. An elderly person struggles to hear a conversation in a crowded restaurant due to partial hearing loss. Which barrier to communication is affecting them?

a. Cultural	b. Physiological	c. Semantic	d. Physical
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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
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2. What type of communication is occurring in this virtual team meeting?

a. Mass	b. Public	c. Interpersonal	d. Small Group
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3. Maria's difficulty in understanding technical jargon is an example of which communication barrier?

a. Psychological	b. Physical	c. Semantic	d. Organizational
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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
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5. The strict hierarchy that prevents junior employees from sharing feedback is an example of what form of communication barrier?

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

Quiz 1(B)					
Topics	Types and forms of Communication, Communication Process, Patterns and Barriers in communication				
Name		Section		Roll no	

**Question I:** Read each statement carefully to identify the type of communication. Choose the **best answer** from the given options and mark the corresponding letter on your answer table. [5 marks]

- A teacher raises an eyebrow and crosses their arms after a student gives an unexpected answer.  

a. Verbal	b. Non-verbal	c. Meta-communication
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- A news reporter delivers a live update using clear and structured speech.  

d. Verbal	e. Non-verbal	f. Meta-communication
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- A friend sarcastically says, "Oh, that was a brilliant idea!" while shaking their head.  

a. Verbal	b. Non-verbal	c. Meta-communication
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- A coach writes step-by-step instructions on a whiteboard for the team to follow.  

a. Verbal	b. Non-verbal	c. Meta-communication
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- A speaker adjusts their tone and pauses intentionally to emphasize key points in their speech.  

a. Verbal	b. Non-verbal	c. Meta-communication
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**Question II:** Read each statement carefully to identify the form of communication. Choose the **best answer** from the given options and mark the corresponding letter on your answer table. [5 marks]

- A person writes in their personal journal about their daily experiences and emotions.  

a. Intrapersonal	b. Interpersonal	c. Small Group	d. Mass	e. Organizational
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- A doctor explains a patient's diagnosis and treatment options during a consultation.  

a. Intrapersonal	b. Interpersonal	c. Small Group	d. Mass	e. Organizational
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- A group of students work together on a research project and discuss their findings.  

a. Intrapersonal	b. Interpersonal	c. Small Group	d. Mass	e. Organizational
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- A radio host discusses the latest sports news on a live broadcast for thousands of listeners.  

a. Intrapersonal	b. Interpersonal	c. Small Group	d. Mass	e. Organizational
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- A company holds an annual meeting where the CEO presents future business strategies to all employees.  

a. Intrapersonal	b. Interpersonal	c. Small Group	d. Mass	e. Organizational
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**Question III:** Read each scenario carefully. Identify the type of communication barrier present in the situation. Choose the **best answer** from the given options and mark the corresponding letter on your answer table. [5 marks]

- An employee hesitates to share feedback with upper management because they feel their opinion will not be valued. Which communication barrier is this?  

a. Psychological	b. Physical	c. Semantic	d. Organizational
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- A professor shares too many complex details in a lecture, making it hard for students to follow. Which communication barrier is this?  

a. Cultural	b. Physiological	c. Semantic	d. Physical
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- A direct-speaking manager and an indirect-speaking employee misunderstand each other due to different cultural communication styles. What type of barrier is this?  

a. Cultural	b. Physiological	c. Semantic	d. Physical
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- A team meeting is disrupted because employees keep checking emails and messages on their phones. Which communication barrier does this represent?  

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

a. Encoding	b. Decoding	c. Feedback	d. Channel
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2. What form of communication is taking place during the virtual meeting?

a. Mass	b. Public	c. Interpersonal	d. Small Group
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3. Jake's misunderstanding of the timeline due to vague language is an example of which communication barrier?

a. Psychological	b. Physical	c. Semantic	d. Organizational
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4. The internet connection issues affecting the meeting represent which type of communication barrier?

a. Psychological	b. Physical	c. Semantic	d. Organizational
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5. Priya's fear of speaking up due to nervousness is an example of what communication barrier?

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