

In human face to face communication, 38% is allotted to _____ *

- ☐ a.body language
- ☐ b.content
- ☒ c.tone of voice
- ☐ d.eye contact

_____is to find a particular piece of information *

- ☐ a. Skimming
- ☐ b. Critical Reading
- ☐ c. Reading thorough comprehension
- ☒ d. Scanning

Communication is the _____ of information, ideas, emotion, skills etc., *

- ☒ a.transmission
- ☐ b.transaction
- ☐ c.transformation
- ☐ d.translucent



A ____ is a reciprocal conversation between two or more entities under which the oral and written communication take place. *

- ☐ a.body Language
- ☒ b.dialogue
- ☐ c.eye contact
- ☐ d.gesture

55 % of impact is determined by _____ in our communication *

- ☐ a.content
- ☐ b. words
- ☒ c.body language
- ☐ d. voice

_____ is commonly defined as “the imparting or interchange of thoughts, opinions or information by speech, writing, or signs” *

- ☐ a. Listening
- ☒ b. Communication
- ☐ c. LSRW
- ☐ d. Channels



The Receiver _____ the message sent to him/her. *

- ☒ a. Decodes
- ☐ b. encodes
- ☐ c. turns
- ☐ d. receives

_____ should be avoided in an effective communication. *

- ☐ a. Voice audibility
- ☒ b. Ambiguity
- ☐ c. Vocabulary
- ☐ d. Pronunciation

Communication barrier is anything that _____ communication *

- ☒ a. impedes
- ☐ b. enhances
- ☐ c. aids
- ☐ d. visualizes



External noise, personal distraction and information overload stand as a barrier to _____.*

- ☐ a. Reading
- ☐ b. Speaking
- ☐ c. writing
- ☒ d. Listening

_____ is to gather the most important information by running the eye over the text.*

- ☐ a. Critical reading
- ☒ b. Skimming
- ☐ c. Scanning
- ☐ d. Reading thoroughly

Horizontal communication takes place between the employees of _____.*

- ☐ a. Higher to lower level
- ☒ b. equal rank
- ☐ c. lower to higher level
- ☐ d. across different ranks



_____ communication takes place with the people outside the company *

- ☒ a.External
- ☐ b.Diagonal
- ☐ c.Upward
- ☐ d.Downward

The main elements of the non-verbal communication is personal appearance, posture, gestures, _____ eye contact, tone of the speaker, etc., *

- ☒ a. facial expressions
- ☐ b. message
- ☐ c. sharing ideas
- ☐ d. speech

To be an effective speaker one should use appropriate vocabulary and use words in the _____ *

- ☐ a. wrong order
- ☐ b. increasing order
- ☐ c. decreasing order
- ☒ d. correct order



Language is never learnt rather it is _____. *

- ☐ a.taught
- ☐ b.sought
- ☐ c.received
- ☒ d.acquired

_____communication happens across all official cadres and no hierarchy is followed. *

- ☐ a. Upward
- ☐ b. Downward
- ☐ c. Horizontal
- ☒ d. Diagonal

The Process of communication involves ideation, encoding, channelizing, decoding and _____. *

- ☐ a. message
- ☒ b. feedback
- ☐ c. channel
- ☐ d. communication



_____ must be avoided for an effective communication. *

- ☐ a. Technical skills
- ☐ b. Lack of planning
- ☐ c. preparation
- ☒ d. barriers

_____ is putting our thoughts in words in a paper or computer. *

- ☐ a. Speaking
- ☐ b. Reading
- ☐ c. Drawing
- ☒ d. Writing

_____ takes place when the reader tends to make judgement on a piece of work. *

- ☐ a. Writing
- ☐ b. Reasoning
- ☐ c. Speaking
- ☒ d. Critical reading



The appropriate expression to close the formal letter is _____ *

- ☐ a.yours friendly
- ☐ b.yours lovingly
- ☒ c.yours sincerely
- ☐ d.yours cheerfully

One way communication, Rigid rules and Poor working environment are related to _____ barrier *

- ☐ a.personal
- ☒ b. organizational
- ☐ c.language
- ☐ d.Physical

Industries are _____ the existing level of proficiency in communication among engineering students. *

- ☐ a.happy with
- ☐ b.pulling down
- ☒ c.concerned with
- ☐ d. upgrading well



Use appropriate _____ while writing a complaint letter. *

- ☐ a. eye contact
- ☐ b. body language
- ☒ c. vocabulary
- ☐ d. gestures

This form was created inside of SRM Institute of Science and Technology.

Google Forms

