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COMMUNICATION SKILLS II (ENGL 158)

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PASCO(MID SEM)

QUESTIONS AND ANSWERS FOR QUICK REVISION

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Science Student's Association

"Leave no page unturned.
Let no time be wasted
before the exam
I know you will succeed."

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'22

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THE BEST
IN THE END OF SEMESTER
EXAM**

WROK
WORKS

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KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY, KUMASI

COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

FACULTY OF SOCIAL SCIENCES

DEPARTMENT OF ENGLISH

Mid-Semester Examinations, June, 2021

ENGL 158: COMMUNICATION SKILLS II

JUNE, 2021

TIME: ONE HOUR

**CANDIDATES MUST NOT TAKE THIS PAPER OUT OF THE EXAMINATION
HALL.**

SET A

CANDIDATE'S PROGRAMME:.....

CANDIDATE'S INDEX NUMBER:

***INSTRUCTIONS:** There are sixty questions in this paper. Attempt all of them by circling the right answer on the question paper and by shading the same answer on the scannable sheet. Also indicate whether it is SET "A" OR SET "B" you have answered on the scannable sheet.*

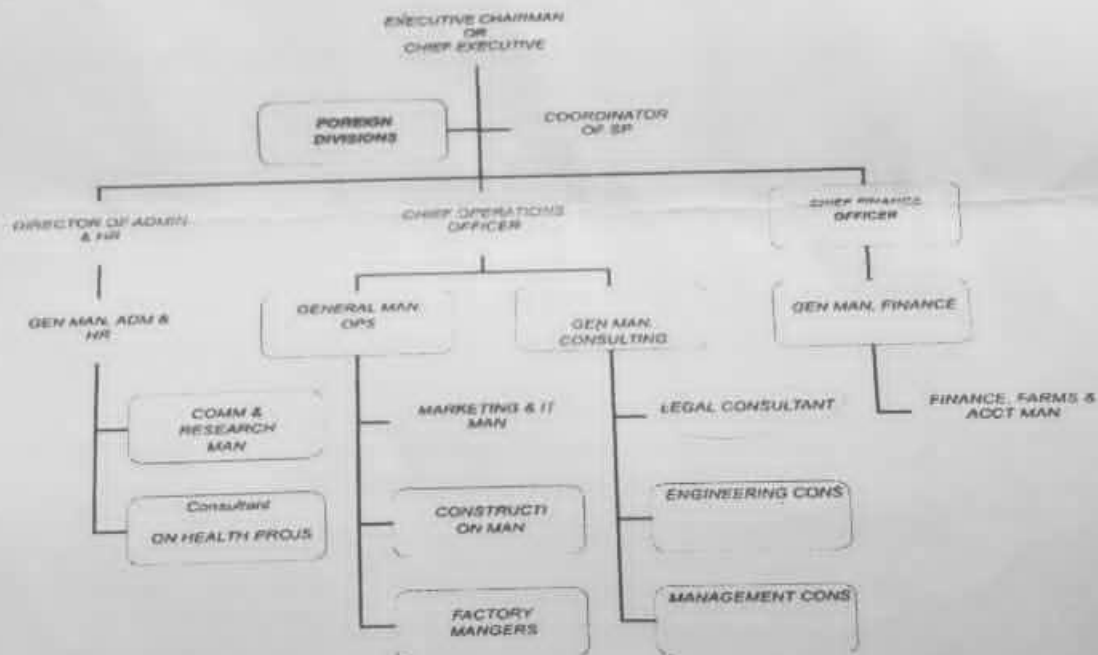
COMMUNICATION AND COMMUNICATION IN ORGANIZATIONS

Choose, from the lettered options A-D, the appropriate responses to the questions below.

1. In an organization, the kind of communication carried out from a superior to a subordinate is called..... communication.
☒ A. downward
B. upward
C. horizontal
D. diagonal
2. Communication between individuals on the same level of hierarchy within an organization is said to be communication.
☒ A. horizontal
B. upward
C. downward
D. diagonal
3. The cumbersome nature of some institutional policies can serve as barrier to effective communication.
A. psychological
B. structural
☒ C. organizational
D. emotional
4. The following may be communication formats in an organization, except.....
A. e-mail.
B. memorandum.
C. WhatsApp.
☒ D. grapevine.
5. An organogram serves the following functions except defining
A. how an organization is structured.
B. the communication routes of an organization.
C. how power flows within an organization.
☒ D. how the grapevine must operate.
6. Which type of organizational communication is frowned upon in most organizations?
A. Vertical communication
B. Horizontal communication
C. Diagonal communication
D. Upward communication
7. The appropriate communication format for appointment unto a board or committee in an organization may be
A. a phone call.
B. an e-mail.
C. a report.
☒ D. a formal letter.

8. You have had a fail in a course you strongly believe you should have passed. Who should be the first point of contact for the issue to be addressed?
- The Examination Officer of your department
 - The Head of Department
 - ☒ The Examiner for the course
 - The Invigilator for the course during examination
9. You have worked in "Heaven on Earth Hospital" for four (4) years. For some reasons known to you, you wish to resign. Which communication format is the most appropriate for the said purpose?
- E-mail
 - Memorandum
 - ☒ Formal letter
 - Letter of transmittal

The diagram below is an example of an organogram of a firm. Study it carefully and use it to answer questions 10 to 14 by choosing the appropriate answer from the lettered options A-D



10. The Legal Consultant of the firm is directly answerable to in his/her operations.
- Chief Operations Officer
 - General Manager (Man.) Operations (Ops.)
 - ☒ General Manager (Man.) Consulting
 - Executive Chairman

11. An official communication between the Legal Consultant and the General Manager (Man) Ops. can be termed
- A. upward communication.
 - B. downward communication.
 - C. horizontal communication.
 - ☒ D. diagonal communication.
12. Communication which is initiated from officers below the rank of the Chief Executive cannot be enhanced when
- ☒ A. inter-departmental work teams are instituted.
 - B. jobs or positions are rotated.
 - C. suggestion boxes are introduced.
 - ☐ D. liaison officers are appointed for departments.
13. Communication between the General Manager Ops. and the General Manager Consulting can be improved when
- A. suggestion boxes are introduced.
 - ☒ B. inter-departmental work teams are instituted.
 - C. each officer sees him/herself as superior.
 - D. they have same people working under them.
14. Communication from the General Manager Ops. to the Chief Operations Officer can take the following forms except
- A. complaints and suggestions.
 - B. report on a task assigned.
 - ☒ C. a job description.
 - D. petition on some subject.

WRITING

15. All the following can be considered as weaknesses of the process approach to writing EXCEPT
- A. It can be time-consuming with large classes.
 - B. Teachers may not have enough time to schedule individual writing conferences.
 - C. There will be a lot of grading to be done by the teacher.
 - ☒ D. It encourages poor language use.
16. All the following are strengths of the process approach to writing EXCEPT
- A. It encourages students to develop their writing skills.
 - B. It sharpens students' critical thinking skills.
 - C. It increases students' marks.
 - ☒ D. It encourages writing multiple drafts.
17. Which of the following statements is true about the process approach to writing?
- A. There is a strong emphasis on correct grammar.
 - ☒ B. There is a focus on what the student produces at the end of the lesson.
 - C. Students have to work alone on writing activities.
 - D. Teachers should mark all the grammar mistakes that the students make.

18. When the writer creates a list, a chart, a table or a thinking map, he is in which stage of the writing process?
- A. Drafting
 - B. Proofreading
 - ☒ C. Prewriting
 - D. Revising
19. Akonnor is looking over his writing to see if there are any misspelled word, end marks and words that need to be capitalized. Which stage of the writing process is Akonnor?
- A. Prewriting
 - B. Drafting
 - ☒ C. Proofreading
 - D. Publishing
20. Araba is putting her ideas on paper. She is not concerned with grammar or punctuation mistakes. What stage of the writing process is Araba in?
- ☒ A. Drafting
 - B. Prewriting
 - C. Editing
 - D. Proofreading
21. Bonsrah has completed his essay. He has reread it and made corrections. There are no any misspelled words or grammatical errors. He is ready to share his writing with his teacher. Which stage of the writing process does it sound like Bonsrah is in?
- A. Prewriting
 - B. Drafting
 - C. Proofreading
 - ☒ D. Publishing
22. It is always a good idea to have more than one set of eyes on any writing that you complete because....
- A. it is a standard practice globally.
 - B. it is a sign of academic or professional maturity.
 - ☒ C. it takes care of unidentified language issues by one person.
 - D. it emphasizes the role of inter-dependency in writing tasks.
23. What is the first thing to be done when starting the writing process?
- ☒ A. Try to know your audience.
 - B. Brainstorm about the topic.
 - C. Revise the draft.
 - ☒ D. Get a topic for the task.
24. Brainstorming helps to stimulate, make plans, and create desires to write.
- A. questions
 - B. answers
 - C. problems
 - ☒ D. thinking

25. Revising is supposed to be.....
A. clean.
B. easy.
C. messy.
☒ D. professional.
26. Proofreading texts for language mechanical errors on spelling and punctuation mainly ensures
☒ A. completeness.
B. consistency.
C. clarity.
D. correctness.
27. Which of the following is not a step in the writing process?
☒ A. Assessing
B. Drafting
C. Revising
D. Publishing
28. Writing as *non-linear* suggests that the steps in the writing process ...
A. can be repeated.
B. constitute a cycle.
☒ C. are interrelated.
D. are fixed.
29. Which of the following activities can help you find connections between ideas and organize them for writing?
☒ A. Clustering
B. Brainstorming
C. Outlining
D. Proofreading
30. Your purpose and..... will determine how you present your writing.
A. competence
☒ B. audience
C. topic
D. status
31. Which of the following is the appropriate order for the writing process?
☒ A. prewriting, drafting, revising, editing, publication
B. prewriting, drafting, revising, drafting, editing
C. prewriting, drafting, publication
D. prewriting, drafting, editing, revising, publishing
32. What is the goal of the prewriting stage?
☒ A. To brainstorm, focus, and plan for your topic.
B. To have a rough draft.
C. To develop as many broad topics as possible.
D. To have a very specific thesis that will not change.

ORAL PRESENTATION SKILLS

33. The ability of a chairperson's remarks to be respectful, considerate and polite to his/her audience is known as
- A. Consideration.
 - B. clearness
 - ☒ C. courtesy
 - D. correctness
34. For an audience to trust and believe in the words of their speaker, the information ought to be
- A. complete.
 - ☒ B. concrete.
 - C. concise.
 - D. clear.
35. John always becomes incoherent and loses his voice when he is recording music in the public studio. John suffers from
- A. memory loss.
 - B. panic attacks.
 - C. speech impairment.
 - ☒ D. glossophobia.
36. For one to brilliantly propose a toast, the important thing for one to know is to ...
- ☒ A. know one's audience.
 - B. be brief.
 - C. be fluent.
 - ☒ D. be humorous.
37. Which of the following is not true when a speaker takes into account the background and the point of view of his/her listeners? The speaker is able to ...
- A. control the emotions of his/her listeners.
 - B. rid him/herself of any biases.
 - ☒ C. make arguments that only favour his audience.
 - D. submit a brilliant presentation.
38. For an effective oral communication, the fluency and correct usage of language by the speaker
- ☒ A. brings the speaker and the audience together.
 - B. boosts the confidence of the speaker.
 - ☒ C. makes his/her message sharp and credible.
 - D. projects his/her excellent oratory skills.
39. Which of these can serve as a grave hindrance to the completeness of an oral communication?
- A. Lack of attention from the audience
 - ☒ B. Excessive use of technical language
 - C. The use of relevant argumentation
 - D. Acceptance of the value and belief system of the audience

40. For concreteness to be achieved in oral communication. The speaker's information should be
- A. accessible
 - ☒ B. trustworthy
 - C. considerate
 - D. clear
41. Which of these is not essential when preparing for an interview?
- A. Researching the job description
 - ☒ B. Getting to know the interviewers
 - C. Arriving early
 - D. Dressing decently
42. An interview to assess the performance of employees and the progress made in the organization is known as
- A. job-related interview
 - B. behavioral interview
 - ☒ C. appraisal interview
 - D. promotion interview
43. An interview that seeks to make the applicant uncomfortable and to supposedly spot the applicant with low or high tolerance base is known as
- A. behavioral interview
 - ☒ B. stress interview
 - C. counselling interview
 - D. structured interview
44. In an interview where candidates are asked questions on the actions they have taken in prior job situations that are similar to situations they may encounter on the job is mostly referred to as interview.
- ☒ A. job-related
 - B. situational
 - C. structured
 - D. non-directive
45. Which of these is not among the four kinds of questions that typically fall under directive interviews?
- A. Situational questions
 - ☒ B. Behavioral questions
 - C. Job knowledge questions
 - D. Worker requirement questions
46. Which of these must an applicant avoid during an interview?
- A. Be courteous.
 - B. Sit comfortably.
 - ☒ C. Engage the interviewers in arguments.
 - D. Be accommodating.

47. An interview that helps employees to overcome their emotional setbacks and other problems that hinder the progress of their effectiveness at work is known as
- A. group
 - ☒ B. counselling
 - C. one-on-one
 - D. stress

FORMAL LETTERS

48. In a formal letter, the writer sees himself and the recipient as distant from each other.
- A. academically
 - B. economically
 - ☒ C. politically
 - D. socially
49. The states explicitly where the letter is coming from.
- A. date
 - ☒ B. recipient's address
 - C. salutation
 - ☒ D. writer's address
50. The is used for the official for whom a formal letter is meant.
- ☒ A. actual name
 - B. agency's position
 - C. concrete name
 - ☒ D. establishment position
51. The is a call to the recipient for his/her attention.
- ☒ A. introduction
 - B. recipient's address
 - C. salutation
 - D. subscription
52. Which of these will be an appropriate conclusion for a formal letter?
- A. Cheers to good times in future.
 - ☒ B. I hope my application meets your consideration.
 - C. I hope you're all doing well.
 - D. My regards to all and sundry.
53. Themes of formal letters may be purposes such as all the following except.....
- A. applying for appointment.
 - ☒ B. applying for promotion.
 - ☒ C. explaining an idea or concept to a neighbour.
 - D. petitioning an office.

54. The subscription comprises the complementary close, the writer's signature and the writer's
- A. address.
 - ☒ B. full name.
 - C. location.
 - D. response.
55. A letter you write to the administration asking for your transcript to be sent to the Oxford University where you are seeking admission for further studies should have a feature such as
- ☒ A. Impersonal salutation
 - B. Opening pleasantries
 - C. Current slang
 - D. Pidgin English
56. Which of these is the most appropriate in signing off a formal letter?
- A. Yours ever
 - B. Your's ever
 - ☒ C. Your's faithfully
 - ☒ D. Yours faithfully
57. Which of these will not be acceptable in a formal letter?
- A. Do not
 - ☒ B. Wouldn't
 - C. I am
 - ☒ D. Could not
58. How should you not start a formal letter?
- ☒ A. Hope this letter finds you in good health.....
 - B. I am writing to inform you.....
 - ☒ C. I would like to inquire about.....
 - D. I am writing in connection with.....
59. Select a format of a date for a formal letter
- A. January 1 2020
 - B. January 1st, 2020
 - C. 1 January, 2020
 - ☒ D. 1st January, 2020
60. Select the correct format for a subscription.
- ☒ A. Your's
 - B. Yours'
 - C. You'rs
 - ☒ D. Yours



**MAY THR GOOD LORD BE WITH YOU
AND GRANT YOU GRACE AND SUCCESS.**

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