

KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY

DEPARTMENT OF ENGLISH

Bachelor of Arts, English, Second Semester Examinations, 2010

ENGL 158: COMMUNICATION SKILLS II

APRIL 2010

TWO HOURS

CANDIDATE'S DEPT/FACULTY _____

INDEX NUMBER _____

CANDIDATES MUST LEAVE THE PAPER BEHIND AFTER THE EXAM

- Note well:
1. Answer the question in Section A in the answer booklet provided.
 2. Question 1 – 100 in Section B should be answered on the scannable sheet provided.

SECTION A

1.
 - (a) Explain each of the following terms used in communication.
 - (i) Effective communication
 - (ii) Congeniality
 - (iii) Credibility
 - (iv) Grapevine
 - (v) Non-verbal cues
 - (b) State and explain the three main reasons why people communicate.
 - (c) Briefly explain with examples, the major barriers to successful communication.
 - (d) Identify the four major channels of communication in organizations and give an example of what each could be used for.
2.
 - (a) List the component sections of a short formal report and briefly explain each of them.
 - (b) What is meant by "Terms of Reference"?

- (c) Write a letter of transmittal for a routine monthly report to be submitted to Headquarters.
 - (d) Write out a three-point suggestive tip for the style of the analytical report.
 - (e) What are the general purposes of a report?
 - (f) How can the report writer maintain impartiality?
- 3.
- (a) What is an interview?
 - (b) Identify any three types of interviews and explain each of them.
 - (c) What would invitees expect to find in an invitation letter to a meeting?
 - (d) Outline in the right order the various stages of the meeting process.
 - (e) What are the issues often discussed under Matters Arising of a meeting.
 - (f) Itemise the aspects that are crucial to the Personal Data when preparing the Curriculum Vitae.
 - (g) State four ways in which the modern business letter is different from the older format?

SECTION B

1. Show which of the following is common to both oral and writing skills:
- a. Correct spelling
 - b. Clear articulation
 - ✓ c. Good grammar and syntax
 - d. Appropriate fluency
2. Distortion of a message may not arise from
- a. Inappropriate packaging
 - ✓ b. Good reception
 - c. Unfamiliar words
 - d. Slang and jargon.

3. When we listen we do NOT do so for
- a. Appreciative purpose
 - b. Empathetic considerations
 - c. Manipulative reasons
 - d. Evaluative purpose.
4. A good report is expected to have the following qualities except one. Which is it?
- a. It should be action-centred
 - b. It should be persuasive
 - c. It should communicate well
 - d. It should be language inclined.
5. There are rumours at the workplace about the manager carrying the building materials of the organization to his private worksite. This communication is disseminated through ... routes.
- a. diagonal
 - b. Downward
 - c. Upward
 - d. Horizontal
6. The informal, naturally occurring system of communication relationships in an organization is known as
- a. Organizational charts
 - b. Division of labour
 - c. Downward communication
 - d. The grapevine
7. Which of the following tips about using electronic presentation tools like PowerPoint is NOT accurate?
- a. Don't rely too heavily on the electronic presentation tools.
 - b. Put as many words and images as you can on each slide. ✓
 - c. Be prepared to abandon your electronic presentation.
 - d. Practice using your electronic presentation tools.
8. Identify the most authoritative communication channel from among the following
- a. Downward channel
 - b. Upward channel
 - c. Horizontal channel
 - d. The grapevine

9. Why is audience analysis necessary as one prepares a public speech?
- To avoid speaking for too long
 - To coax those who will not attend the talk
 - ☒ To satisfy the individual needs of the audience
 - To manipulate the crowd.
10. Eye contact with the audience enables the speaker to do one of the following:
- ☒ To prove that he knows his subject very well
 - To show how friendly he is
 - To display his confidence in the people
 - To adjust himself to the changing demands of the people.
11. Why would a speaker give a preview of the main points of his speech in his introduction?
- To establish the right to speak
 - To stimulate the interest of the audience
 - ☒ To stave off difficult questions
 - To display his scholarship.
12. Which is the most undesirable route for formal business communication?
- ☒ diagonal
 - horizontal
 - lateral
 - upward
13. In which part of a committee's report would the 'terms of reference' be found?
- In the Table of Contents
 - In the Introduction
 - ☒ In the Recommendations
 - In the Conclusions.
14. Identify the most analytical report among the following:
- A student's terminal report
 - A salesman's weekly report
 - A committee's report on an incident
 - A secretary's report on a previous meeting.
15. Why is it important to apply the passive voice, for example, 'It is recommended that--' in report writing?
- To direct focus on the report
 - To challenge the reader's sense of discernment
 - To elevate the level of the language
 - To establish the role of the author.

16. Select the best attribute a Chairman of a society should have from the following:
- a. A calm and friendly disposition
 - b. An ability to think clearly and objectively
 - c. A sound knowledge of procedure and a sense of mission
 - d. A sense of humour and absolute control of temper.
17. Which of these tasks does a secretary NOT perform in his society?
- a. Convene meetings
 - b. Write annual reports
 - c. Preside over meetings
 - d. Take minutes.
18. Which among these inspires belief in the recipient of a message?
- a. Camaraderie
 - b. Compatibility
 - c. Credibility
 - d. Congeniality
19. At which stage(s) does message distortion largely occur?
- a. Idea generation
 - b. Idea generation and relay
 - c. Encoding and decoding
 - d. Encoding and relay.
20. One a book to have a general view of its contents and structure.
- a. skims
 - b. scans
 - c. edits
 - d. glosses.
21. The main purpose of writing a Curriculum Vitae or a resume is to...
- a. show off your scholarship
 - b. secure an interview for a job
 - c. prove one's sincerity
 - d. project oneself as a patriot.
22. Which of the following complimentary closes is conventionally paired with the salutation 'Dear Sir'?
- a. Yours truly.
 - b. Yours sincerely.
 - c. Your faithful,
 - d. Yours faithfully

23. In public speech must be observed.
- a. Jargons
 - b. Trite
 - c. Slang
 - ☒ d. Courtesy
24. The skill of communication used most in classroom instruction is
- ☒ a. Listening
 - b. Writing
 - c. Speaking
 - d. Reading
25. Anything which happens in the space between a speaker and his listener, which blocks the clear reception of a message is
- a. Dislocation
 - ☒ b. Noise
 - c. Interference
 - d. Distortion
26. When a man talks to himself,
- a. there has been communication because there is exchange of messages.
 - b. there is not communication because there is only a sender.
 - ☒ c. There is communication, for the speaker uses language.
 - d. No communication is involved since there is no external response.
27. Which of the following is NOT an aspect of body language?
- a. A whisper
 - b. A hand shake
 - c. A frown
 - ☒ d. A shrug
28. A report that is critical, evaluative and proposes problem solving approaches is said to be....
- a. Informal
 - b. Informational
 - ☒ c. Analytical
 - d. Analysis

29. As a writer of an investigative report, which is the first source from which you draw knowledge?
- a. Your personal experience and observation
 - ☒ b. Interviews and questionnaires
 - c. Libraries and the media
 - d. Company files and the internet.
30. Any organized meeting ought to have a/an
- a. Plan
 - b. Programme
 - ☒ c. Agenda
 - d. Amendment.
31. Why would a Secretary avoid repeating emotive words used at a meeting in his minutes?
- a. Because that could re-inflate passions
 - ☒ b. Because that would make the minutes rather long
 - c. Because that would prolong the meeting
 - d. Because that would make him seem discourteous.
32. What should the Secretary record at meetings?
- ☒ a. all relevant points and decisions made
 - b. all that members at the meeting say
 - c. only what the chairman says
 - d. only motions tabled.
33. The end product of the communication process is
- a. A transferred idea
 - b. An encoded message
 - c. A grammatically correct sentence
 - ☒ d. An impulse to receive feedback
34. The receptivity of a message is inhibited by
- a. Its congeniality
 - b. Its credibility
 - ☒ c. Its irrelevance to the recipient
 - d. Its proximity to the recipient
35. The receptivity of a message is enhanced by
- ☒ a. its congeniality
 - b. its irrelevance to the recipient
 - c. how loudly it is delivered
 - d. perceptual bias

36. The information presented in a report may be all of these but
- a. factual
 - b. dialectical
 - c. instructive
 - d. referential
37. At the last meeting the Secretary was assigned the task of making some representations at the Presidency. At which stage of the next meeting does he report on this task?
- ☒ a. minutes of the last meeting
 - b. Matters Arising
 - c. Call to Order
 - d. A. O. B. *Other matters.*
38. Which of the following may not be required of large-scale reports that run into hundreds of pages?
- a. Table of contents and index
 - b. Supporting appendices and list of sources
 - c. Italicization and underlining
 - ☒ d. strict sectionalisation and referencing
39. Instead of putting the issue to vote the Chairman tried to achieve ... through a guided debate.
- ☒ a. harmony
 - b. consensus
 - c. camaraderie
 - d. bon-hommie
40. Pick the odd one out:
- a. situation
 - b. findings
 - c. analysis of the situation
 - ☒ d. procedural motion
41. Which of the following is not necessarily an advantage of oral communication?
- a. Swift and direct
 - b. Creates greater flexibility
 - c. Suitable for interactive communication
 - ☒ d. Enhances congeniality

42. Compared to written communication, oral communication has the disadvantage of
- ☒ a. Dependence on untrustworthy memory
 - b. Instant feedback
 - c. More time for planning
 - d. Reinforcement of meaning.
43. Which of the following should not be a determinant of the nature of a presentation?
- a. The complexity of the subject
 - b. pre-presentation nerves
 - ☒ c. the composition of the audience
 - d. the time available
44. Minutes may take the following forms except ...
- a. Narrative
 - b. Resolution
 - c. Action
 - ☒ d. Descriptive.
45. Rashida was asked by her lecturer to tell the class about her visit to USA during the long vacation. Rashida did not know her teacher was going to ask her to do this. What type of delivery mode is she likely to use?
- a. Manuscript
 - b. Extemporaneous
 - c. Memorized
 - ☒ d. Impromptu
46. The generation gap usually creates ...
- a. Emotional noise
 - ☒ b. Psychological noise
 - c. Social noise
 - d. Technical noise
47. Which of the following statements about non-verbal codes is accurate?
- a. Non-verbal codes have definite meanings.
 - b. Meanings are linked to specific non-verbal cues.
 - c. Non-verbal cues provide precise clues about intentions.
 - ☒ d. Non-verbal codes can be interpreted in many ways.

- to be given
48. ----- is the process of understanding and sharing meaning within the self.
- ☒ a. Intrapersonal communication
 - b. Interpersonal communication
 - c. Public communication
 - d. Mass communication
49. When students go directly to the Vice Chancellor to complain about the quality of their lecturers, they have
- ☒ a. breached the chain of command
 - b. used the grapevine
 - c. made diagonal communication
 - d. used the downward route
50. The major purpose of a Curriculum Vitae is to -----.
- a. Exhibit one's scholarship.
 - b. Market one's suitability for a course.
 - ☒ c. Show all that one has done.
 - d. Manipulate the would-be employer
51. Which of the following is likely to cause slow information flow in your department?
- a. The informal communication network
 - b. Red tape
 - c. Excessive status consciousness
 - ☒ d. Semi-skilled leadership
52. A notice to any function should necessarily include the following except
- a. Time
 - b. Venue
 - ☒ c. refreshment
 - d. Purpose
53. Empathic listening is different from evaluative listening because
- ☒ a. The listener shares the feelings of the speaker.
 - b. The speaker invites the listener to critically assess his message.
 - c. The listener listens for information
 - d. The listener just listens for enjoyment

54. The easiest and the most interesting of the types of listening is
- a. Content listening
 - ☒ b. Appreciative listening
 - c. Informational listening
 - d. Critical listening
55. 'He is as poor as a church mouse.' An overused expression like this is called
- a. An idiom
 - b. A cliché *Sentence of Sentences*
 - ☒ c. A proverb
 - d. A witticism
56. Sensing, interpreting, evaluating and responding. These are steps in the process of
- a. Reading
 - b. Listening
 - ☒ c. Communication
 - d. Skill acquisition
57. Non-verbal communication is culture-bound because
- a. Every form is internationally accepted
 - ☒ b. Some of these vary with the society or culture
 - c. Colours mean differently from language to language
 - d. Punctuation differs from language to language
58. Lines of Authority and Chains of Command are
- a. Lines that show authority and command
 - b. Imaginary lines that show who is in charge of what
 - c. Strings that connect those in authority
 - ☒ d. Conceptions of who is responsible to and responsible for people and affairs.
59. Identify the odd one out from the list below
- a. Executive summary
 - b. Informative abstract
 - c. Concluding summary
 - ☒ d. Epilogue

60. A well-organised, well-aimed and well-led meeting can be effective for all the following except
- a. Downward briefings
 - b. Participative problem-solving
 - c. Brainstorming
 - ☒ d. Intuitive problem-solving
61. Where there is tension in an organisation a meeting may be held purposely for
- a. Motivation
 - ☒ b. Letting off steam — brainstorming
 - c. Inspiration
 - d. Enforcing commitment
62. To ensure a measure of organisation and procedure at a meeting, there must be
- a. a leader to guide proceedings
 - b. a porter
 - c. an oath-swearing
 - d. a consensus
63. Which of the following is not a usual item on the agenda?
- a. Fresh business
 - b. Date of next meeting
 - c. Standing orders
 - d. Correspondence
64. Communication becomes effective only when
- ☒ a. Speaker and the listener agree
 - ☒ b. The feedback is appropriate
 - c. There is a clear reception
 - d. Verbal and non-verbal cues are complementary
65. Why is communication described as a process?
- a. It involves interconnected stages
 - b. It leads to a feedback
 - c. It involves two parties
 - ☒ d. There is an exchange

66. Which of the following does not show a comparative relationship in communication?
- a. Sender and receiver
 - b. Source and destination
 - c. Writer and reader
 - d. Encoder and speaker
67. A message is relayed by the use of all of the following except
- a. Channel
 - b. Medium
 - c. Means
 - d. Outlet
68. The intra-personal communication becomes crucial in the following stages EXCEPT
- a. Nursing the intention to communicate
 - b. Interpreting the message received
 - c. Giving an appropriate feedback
 - d. Transmitting the message intended
69. How can the problem of ambiguity affect verbal communication?
- a. Meanings become unclear
 - b. Sentence construction becomes complex
 - c. Grammatical structures are less emphasized
 - d. There is no syntactic meaning
70. Bad emotions or bad states of our mind can constitute
- a. Social noise
 - b. Psychological noise
 - c. Technical noise
 - d. Physical noise
71. In communication, perceptual bias or selectivity comes about when
- a. The listener twists the information
 - b. The listener chooses to understand only what he expects to hear
 - c. opinions and attitudes are diversified
 - d. there are distractions in the environment

72. Giving a recipient more than what he can digest in the available time is referred to as
- a. Congestion
 - b. Distortion
 - ☒ c. Over-loading
 - d. Interference
73. All the mediums listed below improve upward communication EXCEPT
- a. The use of the 'Suggestion Box'
 - b. Holding regular meetings
 - c. Keeping an open door policy
 - ☒ d. Conducting regular roll calls
74. If you are inviting someone to come and deliver a talk, you need to tell him the following EXCEPT ONE
- a. The topic to be treated
 - b. The date, time and place
 - c. The duration
 - ☒ d. What to say
75. One of the following is NOT TRUE about meetings:
- a. they can be formal or informal
 - b. they can be executive or general
 - c. they may be a platform for decision-taking
 - ☒ d. the date, time, venue and agenda are not crucial.
76. All the following are TRUE about minutes EXCEPT ONE
- a. The tense is generally the simple past
 - b. The reported speech is used instead of direct speech
 - c. It is reported live as in commentary
 - d. The passive voice is frequently used.
79. All the following BUT ONE are the features of the official report
- a. a title or head
 - b. an introduction/terms of reference
 - c. procedure or methodology
 - d. a complimentary close

80. Which of the following is NOT a tip to a successful interview?
- a. effective use of body language
 - b. listen attentively and actively
 - c. conduct and present logical views
 - d. use a sweet and melodious voice
81. Which of the following is NOT indicative of barriers to formal communication in business?
- a. loss of co-ordination
 - b. extensive conflict
 - c. extensive use of the grapevine
 - d. the absence of a Public Relations Officer
82. Which of the following is NOT an information need of management?
- a. the acquisition of information from without
 - b. the dissemination of information internally
 - c. the dissemination of information to external publics
 - d. the acquisition of evidential information
83. For communication to be logical and effective, ideas may be arranged in one of the following ways:
- a. order of specificity
 - b. order of existence
 - c. order of arrangement
 - d. order of expectation
84. The following arrangement of ideas is ideal for amessage: i. Buffer
ii. Reasons iii. Main idea.
- a. good news
 - b. bad news
 - c. persuasive
 - d. romantic
85. At a meeting, a proxy
- a. has full rights of the one he represents
 - b. has the right to be present but not speak
 - c. is entitled only to a casting-vote
 - d. is the number of members who should be present

86. Which of the following is TRUE of the modern day business letter?
- a. the recipient cannot be a designate individual
 - b. the word CONFIDENTIAL must not be written on the envelope
 - c. the solution may be omitted
 - d. the heading starts from the right hand margin
87. Minutes of a meeting may perform the function of
- a. taking note of those who contribute
 - b. a test of the communication skills of the secretary
 - c. a check on ill-considered contributions
 - d. a test of the organisational skills of the Chair
88. Which of the following is an irrelevant tip when the recipient of a telephone business call is unavailable?
- a. ask to speak to someone else knowledgeable enough to help
 - b. leave a brief message with the Secretary
 - c. arrange to call back at a convenient time
 - d. be sure to lip-read the recipient
89. For a face-to-face discussion to be orderly and productive it would require
- a. Terms of reference
 - b. Standing Orders
 - c. Taking of minutes
 - d. Dispute resolution mechanisms
90. During meetings decisions are arrived at by
- a. a collaborative effort
 - b. a unilateral effort
 - c. a minority action
 - d. an imposition
91. One's motion at a meeting is to be ____ by another
- a. chaired
 - b. seconded
 - c. approved
 - d. resolved

92. The difference between listening and hearing is that the
- a. former is a conscious effort while the latter is not
 - b. the latter is a conscious act while the former is not
 - c. the former requires the use of all the senses
 - d. the latter involves objects while the former deals with people
93. Which of the following types of reading seeks to identify the gist of a story or text?
- a. scanning
 - b. skimming
 - c. close reading
 - d. reading aloud
94. A selection interview may be for the following reasons EXCEPT ONE
- a. appointment
 - b. promotion
 - c. admission
 - d. information
95. Which of the following statements is TRUE in question-and-answer contexts?
- a. the source is the holder of the message
 - b. the source and the receiver becomes inter-changeable
 - c. the questioner is always the source
 - d. the answer remains static in his position
96. One of the following is NOT a reason why we communicate: To
- a. initiate action
 - b. impart knowledge
 - c. establish links
 - d. rekindle our interest
97. The informal letter uses all the following EXCEPT ONE
- a. contracted forms of verbs
 - b. pleasantries
 - c. colloquial expressions
 - d. elevated language

98. Which of the following features is NOT seen in a writer's inside address and date?

- ☒ (a) The writer's name
- ☒ (b) A comma after the name of the month
- ☒ (c) The use of the indented style
- ☒ (d) A full stop after the year

99. Which of the following is NOT a feature of the MEMO?

- ☒ (a) From
- ☒ (b) To
- ☒ (c) Subject
- ☒ (d) Address

100. The three referees often quoted in our Curriculum Vitae provide the following background information except ONE

- a. academic
- b. social
- c. spiritual
- d. cultural

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