

## University of Mumbai

Program: \_First Year (All Branches) Engineering –SEM-II

Curriculum Scheme: Rev 2019

### PCE

### Question Bank

1	Which of the following statements is <b>incorrect</b> ?
Option A:	One cannot not communicate
Option B:	Communication is dynamic
Option C:	Communication is contextual
Option D:	Communication does not follow any set pattern
2.	Which of the following is <b>NOT</b> a Psychological Barrier?
Option A:	Halo and Horns effect
Option B:	Language
Option C:	Prejudice
Option D:	Resistance to change
3.	Choose the <b>incorrect</b> option: Summarization entails -
Option A:	To sift through large amount of reading material
Option B:	To identify the key areas
Option C:	Include all examples and illustrations
Option D:	Pare things down to bare minimum
4.	"A spring balance is an instrument that measure weight by the tension of spring" is an example of:
Option A:	Definition
Option B:	Description
Option C:	Instruction
Option D:	Note
5.	From the given alternatives, choose the one, that is closest in meaning to the underlined word in the statement: He was promoted because of his <u>impeccable</u> service record.
Option A:	Persistent
Option B:	Flawless
Option C:	Wicked
Option D:	Vague
6	Choose the <b>incorrect</b> option: Plagiarism is
Option A:	representation of another author's language, thoughts, ideas, or expressions as one's own original work.
Option B:	a violation of academic integrity and a breach of journalistic ethics.
Option C:	using other people's material, applying citations, and giving them credit.
Option D:	a serious ethical offense.
7.	The study of the impact of touch and space distancing between people during communication is, respectively, known as

Option A:	Chronemics and Oculesics
<del>Option B:</del>	Haptics and Proxemics
Option C:	Proxemics and Kinesics
Option D:	Haptics and Kinesics
8.	In the business world, the main objectives of bad news letters are
Option A:	to say 'No' and yet, try to maintain goodwill with the receiver of the message.
Option B:	to give the bad news and move on without a thought.
<del>Option C:</del>	to hide behind company policy and justify the bad news.
Option D:	to project the receiver of the letter in a bad light.
9	Choose the <b>incorrect</b> option: The language used in Instructions is
Option A:	Direct and clear
Option B:	with an imperative tone
Option C:	With insertions of appropriate caution, warning and/or note
<del>Option D:</del>	Complex and interspersed with jargon
10.	Intelligent management uses _____ to supplement formal channels of communication and also as a safety valve for employees to de-stress.
Option A:	Vertical Communication
<del>Option B:</del>	Horizontal Communication
Option C:	Grapevine Communication
Option D:	External Operational Communication
11.	Communication with the use of either spoken or written words is known as..... communication.
Option A:	oral
<del>Option B:</del>	verbal
Option C:	silent
Option D:	non-verbal
12.	Among the hazard notations, warning is always printed with.....colour.
Option A:	red
Option B:	blue
<del>Option C:</del>	yellow
Option D:	orange
13.	..... communication takes place between and among the people of equal or comparable status in the organization.
<del>Option A:</del>	Horizontal
Option B:	Downward
Option C:	Grapevine
Option D:	Vertical
14.	Choose the correct meaning of the following body signal from the gives options: "Rubbing the nose".
Option A:	Defensive
Option B:	Bored
Option C:	Happy
<del>Option D:</del>	Puzzled

15.	..... is one of the salutations in a standard business letter.
Option A:	Encl.
Option B:	Yours sincerely
<del>Option C:</del>	Dear Sir
Option D:	Your reference
16.	“Rewrite again” is an example of which the following?
<del>Option A:</del>	Tautology
Option B:	Cliche
Option C:	Idiom
Option D:	Pleonasm
17.	Chronemics is the study of use of ..... in non-verbal communication.
Option A:	language
<del>Option B:</del>	time
Option C:	space
Option D:	culture
18.	Lack of common language is a Linguistic as well as..... barrier.
<del>Option A:</del>	Socio-cultural
Option B:	Psychological
Option C:	Physical
Option D:	External
19.	A voltmeter is an .....that measures voltages.
Option A:	tool
<del>Option B:</del>	instrument
Option C:	appliance
Option D:	equipment
20.	Haptics is also known as.....
Option A:	oculesics
<del>Option B:</del>	tactilics
Option C:	olfactics
Option D:	Visual
21.	Communication is defined as the ____ way process in which exchange of knowledge and information takes place between a sender and receiver through appropriate channel to get an appropriate feedback.
Option A:	One
<del>Option B:</del>	Two
Option C:	Three
Option D:	Four
22.	A disease prevalent over a whole country or world is ____.
Option A:	Infection
Option B:	Epidemic
<del>Option C:</del>	Pandemic
Option D:	Epidermis

23.	Reading rapidly in order to get general overview of the matter is called as _____
Option A:	Searching
Option B:	Observing
<del>Option C:</del>	Skimming
Option D:	Scanning
24.	User Manual and Reports are example of _____.
Option A:	Creative Writing
<del>Option B:</del>	Technical Writing
Option C:	Literary Writing
Option D:	Modern Writing
25.	Thermometer is a/an _____
Option A:	Machine
Option B:	Apparatus
<del>Option C:</del>	Instrument
Option D:	Tool
26.	'Unplug a refrigerator before servicing it' is an example of _____.
<del>Option A:</del>	Caution
Option B:	Note
Option C:	Warning
Option D:	Danger Note
27.	SQ3R Method helps one to become an effective _____.
Option A:	Writer
<del>Option B:</del>	Reader
Option C:	Listener
Option D:	Speaker
28.	A speech said without any preparation is called as _____.
<del>Option A:</del>	Extempore
Option B:	Viva
Option C:	Interview
Option D:	Presentation
29.	Biting of Nails is a Non-verbal behaviour that interprets _____
Option A:	Confidence
Option B:	Relax
<del>Option C:</del>	Nervousness
Option D:	Sincerity
30.	The word "Communication" is derived from Latin word:
Option A:	Communicare
Option B:	Communicate
<del>Option C:</del>	Commence
Option D:	Completion

31.	Which of the following is correct type of Vertical communication?
Option A:	Formal and informal
Option B:	Horizontal
Option C:	Linear
<del>Option D:</del>	Upward and downward
32.	What is meant by posture?
Option A:	Body Language
<del>Option B:</del>	The way we sit ,stand and carry ourselves.
Option C:	Appearance
Option D:	Impression
33.	What is meant by "PROXEMICS"?
Option A:	Space present around us
<del>Option B:</del>	Maintaining appropriate distance
Option C:	Sitting very close while communication
<del>Option D:</del>	Study of space around us
34.	What is articulation?
<del>Option A:</del>	Ability to speak correctly.
Option B:	Human's ability to speak different sounds distinctly.
Option C:	Correct use of tone and pitch while communicating.
Option D:	Speaking at a speed of 80-100 words per minute.
35.	What is meant by "JARGON"?
Option A:	Words having multiple meanings.
Option B:	Words which can cause confusion and misunderstanding.
<del>Option C:</del>	Specialized vocabulary belonging to a professional group
Option D:	Words having originating from Latin.
36.	Write one word for: Movements of the hand or head that convey meaning.....
Option A:	Posture
Option B:	Body Language
Option C:	Mannerism
<del>Option D:</del>	Gesture
37.	Correct sequence of contents of signature block are
<del>Option A:</del>	Sender's name, signature, and official designation.
Option B:	Sender's official designation, signature and name.
Option C:	Sender's signature, name and official designation.
Option D:	Only sender's signature and name.
38.	Identification Marks in letter means--
<del>Option A:</del>	Initials of the person who has signed the letter , and the one who has typed the letter
Option B:	Initials of person who is responsible for taking action.
Option C:	Initials of person having highest designation in the department.
Option D:	Initials of person who will receive the letter.

39.	Definition of any object can be framed on the basis of
Option A:	Concept and class.
Option B:	Use of the object.
<del>Option C:</del>	<del>Class to which it belongs and differentiating characteristics</del>
Option D:	Explaining the functioning of the object.

### Subjective/Descriptive Questions

✓ 1	Discuss the cycle of communication with the help of a diagram and suitable examples.
✓ 2	Explain Socio-Psychological Barriers. Suggest remedies to eliminate these barriers from communication.
✓ 3	You have purchased an expensive phone of a reputed company from a store in Delhi. After three months, the gadget suddenly stops working. Write a complaint letter to the owner of the store and ask for compensation.
✓ 4	"55% of messages received and processed by the brain are based on your body language." In the light of this statement, explain kinesics.
✓ 5	Discuss the merits and demerits of Horizontal communication.
✓ 6	Mention the five occasions when a request letter is written.
✓ 7	Compare and contrast between oral and written communication.
✓ 8	What is a Grapevine. Discuss the merits and demerits of Grapevine in an organization.
✓ 9	Differentiate between Technical Description and Instructions with the help of suitable examples.
✓ 10	Write a set of clear and precise instructions in order make an ATM withdrawal with appropriate usage of special notations.
✓ 11	Explain the importance of 'You-Attitude' with respect to adjustment letters in the corporate environment.
✓ 12	Write the description of an Iron Box <b>OR</b> an Induction Plate with the definition, labelled diagram and working.
✓ 13	Draft a permission letter addressed to the Principal of your college seeking permission to go for an international competitive event, representing the college, for a period of one week. Use the Complete Block Format.
✓ 14	'Non-verbal communication is an accessory to Oral Communication'. Explain this statement with suitable examples.
✓ 15	Give distinguishing points for Precaution, Caution, Warning and Danger. Give appropriate examples to clarify your points.
✓ 16	During the pandemic, your travel agency has taken a hit. You are planning on reviving the business post pandemic. Write a Sales letter offering discounts and other interesting privileges on various tour packages. Invent the necessary details.
✓ 17	<b>Explain the Barriers in the given situation, and how they can be overcome:</b> Ms. Renuka returned from studies abroad and was offered a post of regional manager in a multinational company situated on the outskirts of a big city. The company employed many local people. The first time she called for a meeting, people came in late by half an hour to two hours. She patiently gave a presentation on how she wanted to increase the production and talked about it in detail with charts and algorithms. She thought the meeting went well but as soon as modernization attempts were made by installing advanced machines, it was met with strong labour unrest and protests. Renuka was taken aback.
✓ 18	What are the various aspects of non-verbal communication that are relevant for the interviewee during an interview.

<del>19.</del>	What is the difference between Technical Description and Instructions?
<del>20.</del>	Write a short note on Paralanguage.
<del>21.</del>	What is "You" attitude? Explain with an example.
<del>22.</del>	Being the Sales Manager of Apha Technologies, Andheri (W), Mumbai, you have received an annoyed letter from one of your wholesale distributors about the manufacturing defect in the batteries of the laptops that they have bought from your company recently. Draft a suitable reply using the full block form.
<del>23.</del>	Write a technical description of a <b>wireless printer</b> under the following headings: a) Definition b) Diagram c) Description of Components d) Working.
<del>24.</del>	What are the blocks to effective listening?
<del>25.</del>	Write short note on Postulates/ Hallmarks of effective communication.
<del>26.</del>	What is formal communication? Discuss.
<del>27.</del>	Explain any 5 Psychological Barriers.
<del>28.</del>	You had placed a bulk order of children's wear that reached too late after the festival. This resulted in great loss of business. Write a complaint letter to the Garment company about the late delivery of the consignment. Claim for the loss.
29.	Describe the process of Titration.( Define, Principle, Working, Diagram, Advantages and Disadvantages)
30.	Write Instructions for using a Washing Machine.
31.	"Communication is a two way process." Explain with the help of diagram and suitable examples.
32.	Write a technical description of process of titration.
33.	What are the 7 Cs of business correspondence? Explain the ways in which clarity can be achieved in business letters.
34.	What are different types of business communication? Explain the significance of vertical communication in an organization.
35.	While travelling by a particular airline your baggage has been damaged. This had led to considerable loss as well as inconvenience. Write a claim letter to airlines asking for compensation.
36.	What are the reasons/causes of linguistic barriers in any communication situation? Suggest the ways to overcome linguistic barriers.