**Communicative English -BENGK106**

**Question Bank**

What is the first step in the communication process?

A) Feedback

B) Encoding

C) Decoding

D) Channel

**Answer: B) Encoding**

2. Which of the following is NOT a barrier to effective communication?

A) Noise

B) Feedback

C) Cultural differences

D) Language differences

**Answer: B) Feedback**

3. What does the term "Decoding" refer to in the communication process?

A) Receiving and interpreting the message

B) Sending the message

C) Encoding the message

D) Selecting the channel for communication

**Answer: A) Receiving and interpreting the message**

4. Which communication channel allows immediate feedback?

A) Email

B) Telephone

C) Letter

D) Radio

**Answer: B) Telephone**

5. Which of the following is an example of non-verbal communication?

A) Email

B) Facial expressions

C) Phone call

D) Letter

**Answer: B) Facial expressions**

6. What is the purpose of feedback in the communication process?

A) To encode the message

B) To decode the message

C) To confirm understanding and provide response

D) To select the communication channel

**Answer: C) To confirm understanding and provide response**

7. What is the final step in the communication process?

A) Encoding

B) Feedback

C) Decoding

D) Understanding

**Answer: B) Feedback**

8. What does the term "Clarity" refer to in effective communication?

A) Using complex vocabulary

B) Being concise and clear in the message

C) Speaking loudly

D) Using jargon

**Answer: B) Being concise and clear in the message**

9. What is the primary purpose of communication?

A) To impress others

B) To express oneself and convey messages

C) To argue and debate

D) To confuse people

**Answer: B) To express oneself and convey messages**

10. Which of the following is a component of verbal communication?

A) Body language

B) Written words

C) Facial expressions

D) Gestures

**Answer: B) Written words**

11. What is the correct definition of active listening?

A) Listening only to respond

B) Listening and responding empathetically

C) Hearing the words but not understanding their meaning

D) Ignoring the speaker

**Answer: B) Listening and responding empathetically**

12. What does the acronym "KISS" stand for in communication?

A) Keep It Simple, Silly

B) Keep It Short and Simple

C) Keep It Strict and Serious

D) Keep It Secret and Safe

**Answer: A) Keep It Simple, Silly**

13. Which of the following is a non-verbal communication cue?

A) Spoken words

B) Handshake

C) Email

D) Letter

**Answer: B) Handshake**

14. What is the purpose of feedback in the communication process?

A) To interrupt the speaker

B) To criticize the message

C) To confirm understanding and provide a response

D) To dominate the conversation

**Answer: C) To confirm understanding and provide a response**

15. Which of the following is an example of a communication barrier?

A) Clarity

B) Active listening

C) Noise

D) Empathy

**Answer: C) Noise**

16. What is the importance of body language in communication?

A) It conveys messages through facial expressions, gestures, and posture

B) It is the only form of communication

C) It is irrelevant in effective communication

D) It is used to confuse the audience

**Answer: A) It conveys messages through facial expressions, gestures, and posture**

17. What is the correct definition of empathy in communication?

A) Understanding and sharing the feelings of another

B) Ignoring others' emotions

C) Dismissing others' concerns

D) Indifference to others' emotions

**Answer: A) Understanding and sharing the feelings of another**

18. What does the term "jargon" refer to in communication?

A) Simple and clear language

B) Technical or specialized vocabulary of a particular group or profession

C) Slang words used by teenagers

D) Offensive language

**Answer: B) Technical or specialized vocabulary of a particular group or profession**

19. Which of the following is not an example of verbal communication?

A) Speaking

B) Writing

C) Gestures

D) Listening

**Answer: C) Gestures**

20. What is the purpose of feedback in communication?

A) To criticize the speaker

B) To confirm understanding and provide a response

C) To ignore the message

D) To interrupt the speaker

**Answer: B) To confirm understanding and provide a response**

21. Which of the following is a barrier to effective communication?

A) Active listening

B) Clarity

C) Noise

D) Empathy

**Answer: C) Noise**

22. What is a common semantic barrier in communication?

A) Noise

B) Cultural differences

C) Misinterpretation of words

D) Lack of attention

**Answer: C) Misinterpretation of words**

23. Which of the following is an example of a physiological barrier to communication?

A) Language differences

B) Fatigue

C) Lack of clarity in the message

D) Emotional barriers

**Answer: B) Fatigue**

24. Which barrier occurs when a message is too lengthy or complex for the receiver to understand?

A) Semantic barrier

B) Language barrier

C) Physical barrier

D) Information overload

**Answer: D) Information overload**

25. Emotional barriers in communication can arise due to:

A) Active listening

B) Lack of empathy

C) Clarity in the message

D) Effective feedback

**Answer: B) Lack of empathy**

26. Selective perception in communication refers to:

A) Hearing only what one wants to hear

B) Paying attention to every detail

C) Ignoring the message completely

D) Providing feedback without understanding

Answer: A) Hearing only what one wants to hear

27. Psychological barriers in communication can include:

A) Open-mindedness

B) Positive attitude

C) Prejudices and biases

D) Empathetic listening

Answer: C) Prejudices and biases

28. What does the term "cultural barrier" refer to in communication?

A) Lack of vocabulary

B) Differences in cultural backgrounds affecting understanding

C) Noise interference

D) Lack of attention

Answer: B) Differences in cultural backgrounds affecting understanding

29. Which of the following is a technological barrier in communication?

A) Lack of vocabulary

B) Cultural differences

C) Poor internet connectivity

D) Emotional state of the sender

Answer: C) Poor internet connectivity

30. What role does feedback play in overcoming communication barriers?

A) Introduces more barriers

B) Confirms understanding and resolves misunderstandings

C) Increases noise levels

D) Creates cultural differences

Answer: B) Confirms understanding and resolves misunderstandings

31. What is a common language barrier in international communication?

A) Slang usage

B) Use of formal language

C) Differences in accents and pronunciation

D) Use of technical jargon

Answer: C) Differences in accents and pronunciation

32. What is the primary goal of communicative English?

A) Perfect grammar and vocabulary usage

B) Clear and effective communication

C) Formal writing skills

D) Memorization of complex words

Answer: B) Clear and effective communication

33. Which of the following is a characteristic of formal communicative English style?

A) Use of contractions (e.g., can't, won't)

B) Informal vocabulary and slang

C) Polite and structured language

D) Abbreviations and acronyms

Answer: C) Polite and structured language

34. In which level of communicative English, learners can understand and use everyday expressions and basic phrases?

A) Beginner

B) Intermediate

C) Advanced

D) Expert

Answer: A) Beginner

35. Which of the following is a characteristic of academic communicative English style?

A) Use of colloquial language

B) Informal tone and slang

C) Formal language and structured arguments

D) Emoticons and abbreviations

Answer: C) Formal language and structured arguments

36. Which level of communicative English involves the ability to understand complex texts and communicate effectively in various contexts?

A) Beginner

B) Intermediate

C) Advanced

D) Proficient

Answer: C) Advanced

37. What is the primary focus of business communicative English?

A) Emphasizing personal experiences

B) Enhancing technical vocabulary

C) Facilitating effective communication in professional settings

D) Mastering creative writing skills

Answer: C) Facilitating effective communication in professional settings

38. Which communicative English style is characterized by spontaneity, interactive communication, and real-life situations?

A) Formal

B) Informal

C) Conversational

D) Technical

Answer: C) Conversational

39. At which level of communicative English can learners understand and produce complex texts and specialized topics?

A) Intermediate

B) Advanced

C) Proficient

D) Expert

Answer: C) Proficient

40. Which of the following is a characteristic of informal communicative English style?

A) Use of complex vocabulary

B) Structured and formal tone

C) Relaxed language, contractions, and idiomatic expressions

D) Technical jargon

Answer: C) Relaxed language, contractions, and idiomatic expressions

41. Which communicative English style is commonly used in academic research papers and formal documents?

A) Conversational

B) Informal

C) Technical

D) Casual

Answer: C) Technical

42. What is the primary focus of conversational communicative English?

A) Formal speeches

B) Real-life interactions and everyday conversations

C) Technical documentation

D) Academic writing

Answer: B) Real-life interactions and everyday conversations

43. Which communicative English style is characterized by spontaneity, interactive communication, and real-life situations?

A) Formal

B) Informal

C) Conversational

D) Technical

Answer: C) Conversational

44. What is Intrapersonal Communication?

A) Communication between two people

B) Communication within oneself

C) Communication in a group setting

D) Communication using technology

Answer: B) Communication within oneself

45. What is Interpersonal Communication?

A) Communication within oneself

B) Communication between two or more people

C) Communication through written messages

D) Communication in a public speaking setting

Answer: B) Communication between two or more people

46. What is the primary purpose of Intrapersonal Communication?

A) To exchange information with others

B) To understand oneself and clarify thoughts

C) To persuade others

D) To entertain others

Answer: B) To understand oneself and clarify thoughts

47. What is the importance of feedback in Interpersonal Communication?

A) It hinders effective communication

B) It confirms understanding and provides a chance to clarify misunderstandings

C) It is unnecessary in interpersonal communication

D) It complicates the communication process

Answer: B) It confirms understanding and provides a chance to clarify misunderstandings

48. In Intrapersonal Communication, self-reflection can lead to:

A) Improved self-awareness and understanding of emotions

B) Confusion and misunderstanding

C) Increased communication barriers

D) Decreased self-confidence

Answer: A) Improved self-awareness and understanding of emotions

49. Which of the following is an example of Interpersonal Communication?

A) Talking to oneself

B) Sending a text message

C) Having a face-to-face conversation with a friend

D) Writing in a diary

Answer: C) Having a face-to-face conversation with a friend

50. In Intrapersonal Communication, the process of self-analysis and reflection helps in:

A) Creating misunderstandings

B) Building stronger relationships with others

C) Enhancing self-awareness and personal growth

D) Avoiding communication altogether

Answer: C) Enhancing self-awareness and personal growth

51. What is Grapevine Communication?

A) Formal and structured communication within an organization

B) Informal and unofficial communication network within an organization

C) Communication that involves only written messages

D) Communication limited to upper management

Answer: B) Informal and unofficial communication network within an organization

52. Which of the following statements best describes Grapevine Communication?

A) Grapevine communication is always accurate and reliable.

B) Grapevine communication spreads only negative rumors within an organization.

C) Grapevine communication can be both positive and negative and spreads through informal channels.

D) Grapevine communication is limited to written messages only.

Answer: C) Grapevine communication can be both positive and negative and spreads through informal channels.

53. What is the primary characteristic of Grapevine Communication?

A) It follows a formal chain of command.

B) It spreads information rapidly through official channels.

C) It is based on personal and informal relationships.

D) It is documented and recorded for future reference.

Answer: C) It is based on personal and informal relationships.

54. Which of the following is a disadvantage of Grapevine Communication?

A) It helps in building trust and camaraderie among employees.

B) It can spread rumours and misinformation.

C) It is always accurate and reliable.

D) It follows a strict hierarchical structure.

Answer: B) It can spread rumours and misinformation.

55. How can organizations manage Grapevine Communication effectively?

A) By discouraging all informal communication channels

B) By promoting open and transparent communication

C) By limiting communication only to formal written memos

D) By penalizing employees who engage in informal communication

Answer: B) By promoting open and transparent communication

56.What is Formal Communication?

A) Communication that follows established channels and is recognized as official

B) Communication that is casual and spontaneous

C) Communication that involves gossip and rumors

D) Communication limited to social media platforms

Answer: A) Communication that follows established channels and is recognized as official

57. Which of the following is an example of Formal Communication?

A) Watercooler gossip

B) Chatting with colleagues during lunch break

C) Company memo sent through email

D) Conversations at a social event

Answer: C) Company memo sent through email

58. What is Informal Communication?

A) Communication that follows established rules and protocols

B) Communication that is spontaneous and unofficial

C) Communication limited to higher management

D) Communication that involves only written messages

Answer: B) Communication that is spontaneous and unofficial

59. Which of the following is a characteristic of Informal Communication?

A) It is planned and structured.

B) It follows a strict hierarchical structure.

C) It is based on personal relationships and social interactions.

D) It is always documented and recorded.

Answer: C) It is based on personal relationships and social interactions.

60. In Informal Communication, information is often transmitted through:

A) Official memos

B) Organizational charts

C) Word of mouth and gestures

D) Formal presentations

Answer: C) Word of mouth and gestures

61. What is the primary purpose of Formal Communication in an organization?

A) Building social connections among employees

B) Transmitting official information and instructions

C) Sharing personal opinions and experiences

D) Creating rumours and gossip within the workplace

Answer: B) Transmitting official information and instructions

62. Which of the following is a disadvantage of Informal Communication?

A) It helps in building trust and camaraderie among employees.

B) It can spread rumours and distort information.

C) It is always accurate and reliable.

D) It follows a strict chain of command.

Answer: B) It can spread rumours and distort information.

63. “One mind affecting another” is the meaning of communication according to \_\_\_\_\_\_\_\_\_\_.

A) Cland Shannon B) Wilbur Schramm C) Oxford Dictionary D) Gerbner

Answer: Cland Shannon

64. Interpersonal Communication is also called as \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

A) Extra personal B) Dyadic C) Formal D) Informal

Answer: Dyadic

65. Preconceived ideas account to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ barriers.

A) Physiological B) Psychological C) Environmental D) Technological

Answer: Psychological

\*\*\*\*\*\*\*\*\*\* All The Best \*\*\*\*\*\*\*\*\*\*