



MCM 301 FINAL TERM QUIZ FILE LEC 1 TO 45

1. Which of the following is NOT used in oral speaking style?

Select correct option:

Mostly long sentences

Personal pronouns freely

Active voice

Contractions often

1. Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

Select correct option:

Conciseness

Correctness

Consideration

Courtesy

2. Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

Select correct option:

Listening

Hearing

Filtering

Speaking

3. Effective communication benefits the organization by:

Select correct option:

Creating positive image

Reducing cost

Increasing employee productivity

All of the given options

4. When using visuals in a presentation, which of the following should be avoided?

Select correct option:

Taking time to explain the visual.

Fitting the visual to the material being discussed.

Talking to the visual.
None of the given options

5. In order to listen more effectively, you should:

Select correct option:
Minimize distractions
Talk less

Pay attention to verbal and nonverbal cues

All of the given options

6. Effective writers visualize the _____ before starting to write.

Select correct option:
Story

Reader

Colours
Publisher

7. What does communication breakdown mean?

Select correct option:

We have been ineffective in communication.

We have been effective in communication.
We have been helpful in communication.
We physically broke communication.

8. Which one of the following is not required to keep conciseness in writing?

Select correct option:
Including only relevant material

Adding extra and unrelated information

Eliminating wordy expressions
Avoiding unnecessary repetition

9. Which one of the following pattern is especially effective if the audience already knows

10. that the problem exists?

Select correct option:
Problem/solution order

Cause/effect order

Deductive order
Inductive order

11. Quiz Start Time: 03:36 PM

Time Left 44

sec(s)

Question # 2 of 10 (Start time: 03:36:23 PM) Total Marks: 1

Diversity is important to the success of groups. What does it mean?

Select correct option:

Group members should tolerate diversity

Group members should encourage and support diversity

Group members should be honest in their personal views toward diversity

Co-cultures can contribute to group dysfunction if differences dominate group goals

12. In a well planned presentation where there is no need to record information that comes up on the spot, there may be no need for:

Select correct option:

Photographic slides

Chalk or dry-erase boards

Transparencies
CD-ROM or DVD

13. _____ is often regarded as an undesirable thing, which prevents the best ideas from being adopted.

Select correct option:

Compromise

Compulsion

Impulsion

Perception

14. **How can the credibility of a presenter be increased?**

Select correct option:

Being well dressed and well groomed

Complimenting the audience

Demonstrating your sincerity

All of the given options

15. **Which of the following would be the least helpful source when conducting audience research?**

Select correct option:

The program planner of the occasion where you are speaking

The website of the organization that has invited you to speak

Interviews of former members of the organization to whom you are invited to speak

News releases highlighting the organization to whom you will be speaking

16. **Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?**

Select correct option:

U-formation

Modified T-formation

Conventional classroom style

Conventional theater style

17. **Which type of communication it would be when co-workers decide to meet to deal with a problem?**

Select correct option:

Upward

Horizontal

Downward

Intrapersonal

18. **Types of media used to direct information upward are:**

Select correct option:

Reports, interoffice memos and supervisor subordinate conferences

Letters, newspapers and radio

Newspapers, books and interoffice memos

TV, radio and wall chalking

19. **All of the following statements are the purposes of forming an outline for a speech EXCEPT one. Which one is it?**

Select correct option:

It helps put order to the information.

It serves as a model to check your work.

It serves as a guide from which to deliver your speech.

It helps to build confusion for the listeners.

20. Which of the following is usually related to environmental factors that affect communication?

Select correct option:

Listener barrier

Sender barrier

Physical barrier

Resistance

21. In general, there are _____ of newspaper indexes:

Select correct option:

Two kinds

Three kinds

Many kinds

None of the given option

22. Diagrams are excellent for conveying all of the following, except :

Select correct option:

Information about size

Information about shape

Information about structure

Information about audience

23. :When centering on the audience, you start by finding _____ that enable you to identify with them.

Select correct option:

Rare traits

Common traits

Extraordinary character

24. Speaking notes for speech should be:

Select correct option:

Legible

Unobtrusive

Detailed

Legible and unobtrusive

25. An opinion, condition, value, attitude, or feeling all of the following characteristics are express in which of the following?

Select correct option:

Thesis statement

Subject of the topic

Speech topic

References

26. _____ itself is probably the most common barrier to effective communication.

Select correct option:

Language

Information

Speech

Communication

27. Which of the following is a form of communication in which messages are sent to large, public, dissimilar, anonymous, distant audiences using some intermediate instrument of transfer?

Select correct option:

Mediated communication

Mass communication

Interpersonal communication

Group communication

28. **How many purposes your introduction should have:**

Select correct option:

Two

Three

Four

Five

29. **Studies show that job applicants are more likely to make a favorable impression and get a job offer when:**

Select correct option:

They let the interviewer do most of the talking.

They talk too much.

They talk in a loud tone.

They talk in a low voice.

30. **A simple sentence that makes a statement or expresses an attitude, opinion, condition, position, or feeling about the subject. It is called which of the following.**

Select correct option:

Speech

Thesis statement

Introduction

Outline

31. **In general, there are _____ of newspaper indexes:**

Select correct option:

Two kinds

Three kinds

Many kinds

None of the given option

32. **All of the following are the elements of effective written communication, EXCEPT:**

Select correct option:

Courtesy

Correctness

Conciseness

Cleanliness

33. **While talking to your friend underneath an elm tree, you hear the sounds of birds singing and this distracts you from your conversation. What would you call it?**

Select correct option:

Feedback

Psychological noise

Physical noise

Physiological noise

34. **When considering objects or models as visual aids, the presenter should consider which of the following point?**

Select correct option:

Objects and models are too big to use in a presentation

Audience-members can easily learn as much from other visual aides

The object or model needs to be passed around the audience during the speaker's presentation so the audience-members can get a look at it while it is described
There are situations in which the object being discussed or a realistic model makes the best support

35. **Which phrase shows the key rule to make a good speech?**

Select correct option:

To keep in mind that audiences care most about things that directly affect them.

To avoid the audience's choice and most about things that directly affects them.

Centering on the self

To keep in mind that idea that is presented in speech.

36. **Which of the following pattern is not a specific organizational pattern?**

Select correct option:

Spatial

Chronological

Topical

Deductive

37. **Which of the following is NOT a form of nonverbal communication?**

Select correct option:

Gestures

Facial expressions

Appearance

A radio interview

38. **All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?**

Select correct option:

Resistance to change

Resentment of the presenter

Repetition of behavior that is successful for the detractor

Reappearance of the presenter

39. **Partial or marginal listening can distort the intent of which of the following?**

Select correct option:

Message

Channel

Source

All of the given options

40. **Which of the following is NOT used in oral speaking style?**

Select correct option:

Mostly long sentences

Personal pronouns freely

Active voice

Contractions often

41. **All of the following are correct about magazines except:**

Select correct option:

Magazine articles tend to be shorter and more general.

Magazines are a type of periodical.

Magazines publish articles written for a general audience.

Articles in magazines usually include bibliographies

42. **Effective writers visualize the _____ before starting to write.**

Select correct option:

Story

Reader

Colours

Publisher

43. **When should you leave your name and phone number in a voice mail message?**

Select correct option:

In the beginning

In the middle

In the end

At any time, as long as you provide this information

44. **Mediated communication occurs through:**

Select correct option:

Letters, reports, forms and interoffice memoranda

Letters, newspapers and radio

Newspapers, books and TV

TV, radio and wall chalking

45. **Which one of the following information is true about bar charts, simple column charts and multi-column charts?**

Select correct option:

All can be used effectively for the same purpose

Can be used to illustrate varied values

Are usually illegal for visual aids

Are usually not good visual aids

46. **All of the following tactics can be employed for dealing with disruptive incidents**

EXCEPT:

Select correct option:

Detour

Delay

Dismiss

Drag

47. **Which one of the following arrangement is a modification of conventional classroom seating?**

Select correct option:

U-formation

T-formation

Modified T-formation

V-formation

48. **What is the basic requirement of Coordinating behavior?**

Select correct option:

It requires that group members be in the same geographic area

It requires the use of verbal communication only

It requires the use of nonverbal communication only

It requires the exchange of messages whether verbal or nonverbal

49. **Which of the following is the most appropriate definition of group communication?**

Select correct option:

Two or more persons who are interacting with one another during which mutual influence is taking place

Any interaction between two or more persons

Any time two or more persons influence each other

Any collection of two or more persons

50. **Which of the following are the factors involved in nonverbal communication?**

Select correct option:

Appearance, facial expressions

Eye contrast, gestures, touch

Posture, voice, silence, time, and space

All of the given options

51. All of the following are the types of comments from an audience EXCEPT:

Select correct option:

Agreement

Addition

Objection

Arbitrate

52. When applied to business messages 'correctness' means all of the following, EXCEPT:

Select correct option:

Use the right level of language

Check accuracy of words, information and data

Use correct grammar and punctuation

Check font style

53. All of the following are the examples of touching, EXCEPT:

Shake hand

A hug

A pat

Drawing the eyebrow down

54. At what point does an introduction begin?

It begins the moment you address the audience.

It begins at the middle of your speech.

It begins at any moment during your speech.

All of the given options

55. What do we call to the person who transmits the message?

Sender

Channel

Receiver

Decoder

56. Which one of the following is a method of arranging information by dividing it into parts?

Spatial pattern

Chronological pattern

Topical pattern

Logical pattern

57. A presenter can prepare effective responses to questions by following all of the given steps

EXCEPT one. Which one is that?

Anticipating

Answering

Recording

Rehearsing

58. All of the following statements are the purposes of forming an outline for a speech EXCEPT one. Which one is it?

It helps put order to the information.

It serves as a model to check your work.

It serves as a guide from which to deliver your speech.

It helps to build confusion for the listeners.

59. Supporting material can serve which of the following functions?

Select correct option:

Apply clarity

Increase interest

Provide proof

All of the given options

60. The purpose of your message will determine:

Select correct option:

How much you need to know about your reader.

How much you need to know about your idea.

How much you need to know about the background of your letter.

All of the given options

61. Which of the following pattern is most appropriate when you used the problem/solution method?

Select correct option:

Spatial

Chronological

Topical

Logical

62. All of the following statements about groups are true, EXCEPT:

Select correct option:

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

63. Which of the following method is generally preferred when presenting positive or good-news information?

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

64. _____ is a process which demands that full attention be paid to the spoken material.

Select correct option:

Speaking

Listening

Hearing

Dialogue

65. Which of the following would be a negative result of failing to analyze the audience properly?

Select correct option:

Assuming that gender stereotypes still hold true

Offending audience members with a position that is contrary to their religious/moral beliefs

Using jargon or vocabulary that is inappropriate for the audience's educational level

All of the above

66. All of the following are the types of comments from an audience EXCEPT:

Select correct option:

Agreement

Addition

Objection

Arbitrate

67. All of the following statements are the purposes of forming an outline for a speech EXCEPT one. Which one is it?

Select correct option:

It helps put order to the information.

It serves as a model to check your work.

It serves as a guide from which to deliver your speech.

It helps to build confusion for the listeners.

68. Which one of the following is not required to keep conciseness in writing?

Select correct option:

Including only relevant material

Adding extra and unrelated information

Eliminating wordy expressions

Avoiding unnecessary repetition

69. While preparing for effective business writing Drafting Stage involves all of the following, EXCEPT:

Select correct option:

Developing appropriate beginning paragraph

Composing the body

Developing appropriate ending paragraph

Editing

70. Which of the following is NOT the stage of effective business writing?

Select correct option:

Planning Stage

Organizing Stage

Drafting Stage

Theater Stage

71. Effective communication benefits the organization by:

Select correct option:

Creating positive image

Reducing cost

Increasing employee productivity

All of the given options

72. Which of the following is/are example(s) of interpersonal exchange?

Select correct option:

Conversations

Dialogues

Small group discussions

All of the given options

73.

Broadly classifying the barriers, how many kinds of communication barriers?

Select correct option:

Three

Four

Five

more than seven

74. Which of the following is the appropriate response to a comment of agreement?

Select correct option:

I agree with it.

That's a very good point

Thank you

That's not right

75. A speech designed to change or reinforce the audience's beliefs or actions. This is an example of:

Select correct option:

Informative speech

Ceremonial speech

Persuasive speech

None of the given options

76. A presenter who speaks too loudly may be perceived as which of the following?

Select correct option:

Bombastic

Aggressive

Insensitive to listeners

All of the given options

77. What is involved in communication process?

Select correct option:

Idea-encoding-channel-decoding-feedback

Idea-information- channel- receiver

Information-channel-receiver

Sender-receiver-channel

78. While determining the order of the topics, one should review the outline, keeping all of the following questions in mind, EXCEPT:

Select correct option:

Are the ideas of equal importance presented in a parallel manner?

Is the sequence of the topics appropriate for the development method I am using?

Is the sequence of the topics likely to add clarity to my message?

Are related topics properly shuffled?

79. How many components do self-concept has?

Select correct option:

Two

Five

Four

Three

80. When do you think groups, rather than individuals working alone, should be used to solve a problem?

Select correct option:

When the task requires a limited amount of information and skills

When a quick resolution is essential

When commitment to the decision is important
When the task is fairly simple and straightforward

81. Which of the following can help the presenter to avoid a computer catastrophe?

Select correct option:

Have a contingency plan

Have back-up technical support available

Use the Internet in real-time

Have a contingency plan and back-up technical support available

82.

Which of the following method of outlining speech is generally preferred for negative news messages?

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

83. Which type of speaking relies on speaking notes?

Select correct option:

Manuscript

Memorized

Impromptu

Extemporaneous

84.

A good rule to recall when using statistics is:

Select correct option:

The more statistics, the better the effectiveness

Statistics should include several places past the decimal point for effect

Rounding and using a few key statistics is ineffective tough

Rounding and using a few key statistics is generally most effective

85. Diversity is important to the success of groups. What does it mean?

Select correct option:

Group members should tolerate diversity

Group members should encourage and support diversity

Group members should be honest in their personal views toward diversity

Co-cultures can contribute to group dysfunction if differences dominate group goals

?

86.

Which of the following is true about goodwill messages?

Select correct option:

Seemingly informative

Presented to change attitudes

Presented to change behaviors

All of the given options

87.

Intrapersonal communication processes depend on how many qualities of the communicator?

Select correct option:

Four

Five

Eight

More than ten

Armaan: a

88. All of the following are considered as some basic truths about human nature that help us humanize our business messages, EXCEPT:

Select correct option:

People are self-centered

People are defensive

People are perfect

People expect courtesy

Armaan: c

89. Which of the following is not suggested for an appropriate ending of business writing?

Select correct option:

Keep the ending paragraph as long as circumstances allow.

Avoid the inclusion of negative information in the ending.

Include reader-benefit material, if appropriate.

State who is to perform the desired action if the action is to be performed by someone other than the reader.

90. Which of the following is(are) the example of public(s) that organizations communicate with, in external communication?

Select correct option:

Consumers

Stockholders

Government agencies

All of the given options

Armaan: d

91.

All of the following are the different types of Buffer EXCEPT:

Select correct option:

Agreement

Fairness

Cooperation

Bad news

Armaan: d

92.

All of the following are the levels of listening except:

Select correct option:

Active Listening

Protective Listening

Partial Listening

Critical Listening

93. Writing with a you-attitude shows sincere _____ for the reader.

Select correct option:

Apathy

Concern

Sympathy

Curiosity

94. To begin a disappointed newsletter with a negative information, _____

a negative situation.

Select correct option:

Eases

Reduces

Complicates

Relieves

Armaan: c

95. All of the following steps are essential to an effective response of questions

EXCEPT:

Select correct option:

Listen

Discern

Anticipation

Answer

96. All of the following are correct when it comes to writing disappointing news letters EXCEPT:

Select correct option:

Avoid the use of negative words or phrases.

Avoid making suppositions that are not likely to occur.

Avoid a meaningless closing.

Avoid a neutral or buffered opening.

97. Excitement is communicated by:

Select correct option:

A high-pitched voice

Rapid rate of speaking

Shrill voice

All of the given options

98. Nonverbal messages are extremely important because _____.

Select correct option:

They comprise well over half of our communication in face-to-face settings.

They are often more reliable because they are hard to fake.

In a number of situations, we rely on them more than on verbal cues.

Of all of the given reasons

99. Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?

Select correct option:

100. Order letters are usually written, when _____ are not available.

Select correct option:

a. format memo

101. Which of the following is not a part of writing plan of a reservation letter?

Select correct option:

102. In written communication active verbs help make sentences more:

Select correct option:

d

103. All of the following are the characteristics of concrete writing EXCEPT:

Select correct option:

d

104. _____ is the language of business correspondence written for a general readership.

Select correct option:

b

105. All of the following are achieved by adopting audience centered tone in a disappointing news message, EXCEPT:

Select correct option:

d

106. Motivation is the process of:

Select correct option:

a

107. A presenter who consistently speaks at a rapid rate may be perceived as:

Select correct option:

all given option

108. Which of the following process is the automatic psychological process of receiving aural stimuli?

Select correct option:

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Mcm301

Above 90 mcqs

Lec 1 to 22

1. All of the following are the types of periodical except:

Select correct option:

Journals

Magazines

Newspapers

Note-cards

2. verbal communication one's physical appearance affects the _____.

Select correct option:

Message

Channel

Sender

Status

3. What is involved in communication process?

Select correct option:

Idea-encoding-channel-decoding-feedback

Idea-information- channel- receiver

Information-channel-receiver

Sender-receiver-channel

4. word 'intrapersonal' means:

Select correct option:

Within the person

Outside the person

Not personal

Impersonal

5. In USA, maintaining eye contact while talking with elders show confidence, in Pakistan, it shows disrespect. What does this example depict?

Select correct option:

The interpretation of body language is universal.

The interpretation of body language is not universal.

The interpretation of body language is same worldwide.

The interpretation of body language is global.

6. Which of the following process is the automatic psychological process of receiving aural

stimuli?

Select correct option:

Listening

Hearing

Filtering

Speaking

7. Types of media used to direct information upward are:

Select correct option:

Reports, interoffice memos and supervisor subordinate conferences

Letters, newspapers and radio

Newspapers, books and interoffice memos

TV, radio and wall chalking

8. Which one of the following defines interpersonal communication as communication that occurs between people who have known each other for some time?

Select correct option:

Developmental view

Contextual view

Relative view

Virtual view

9. What does frequent eye contact show?

Select correct option:

Tension

Liking

Rejection

Boredom

10. Poor retention either on the part of the sender or on the part of the receiver can create problems or lead to _____.

Select correct option:

Misunderstanding

Hatred

Understanding

Generosity

11. Which type of communication it would be when subordinates update their superiors by telling them about problems at the workplace?

Upward

Horizontal

Downward

Group

12. Probing is:

Select correct option:

Attempting to explain what the sender's statement means.

Attempting to gain additional information, continue the discussion, or clarify a point.

Attempting to discover completely what the sender means.

Making a judgment about the worth of sender's statement.

13. Question # 3 of 10 (Start time: 09:46:57 PM) Total Marks: 1

Which of the following is the first step in order to overcome communication barriers?

Select correct option:

To recognize the most common barriers and then, understand their negative impact on communication

To recognize the most common barriers and then, find the positive aspects

To find the rare barriers and understand their negative impact

All of the given options

14. How many categories do feedback has?

Select correct option:

354 10

15. Which of the following is/are example(s) of interpersonal exchange?

Select correct option:

Conversations

Dialogues

Small group discussions

All of the given options

16. How many words is average speaker's rate per minute?

Select correct option:

100 to 150

400 to 500

More than 500

Countless

17. Which of the following is a form of communication in which messages are sent to large, public, dissimilar, anonymous, distant audiences using some intermediate instrument of transfer?

Mediated communication

Mass communication

Interpersonal communication

Group communication

18. Which of the following is correct about human memory?

Not very sharp

Reconstructive

Poorly developed

All of the given options

19. Which one of the following pattern is especially effective if the audience already knows that the problem exists?

Problem/solution order

Cause/effect order

Deductive order

Inductive order

20. Which of the following is not a demographic characteristic?

Sex

Age

Cultural background

Attitude

21. The term pitch refers which of the following?

The degree of lowness of sound

The degree of highness of sound

The degree of highness or lowness of a sound

All of the given options

22. All of the following are the elements of communication process. EXCEPT:

Sender

Message

Channel

Creativity

23. Which one of the following statement defines situational context of interpersonal communication?

It concerns your reactions to the other person.

It deals with the psycho-social "where" you are communicating.

It is who you are and what you bring to interaction.

It deals with the physical "where" you are communicating.

24. All of the following are the barriers to communication, EXCEPT:

- Over communication
- Conflicting information
- Language difference

Composing message at proper level

25. Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

Select correct option:

Listening

- Hearing
- Filtering
- Speaking

26. Self-confident individuals usually stand more erect than those:

Select correct option:

who lack confidence

- who are over-confident
- who are submissive
- who are arrogant

27. A presenter who speaks too loudly may be perceived as which of the following?

Select correct option:

- Bombastic
- Aggressive
- Insensitive to listeners

All of the given options

28. Which of the following pattern is not a specific organizational pattern?

Select correct option:

- Spatial
- Chronological
- Topical

Deductive

29. The word 'communication' is derived from a Latin word 'communico', which means:

Select correct option:

To share

- To respond
- To give
- To tell

30. Which of the following barriers are most often the hardest to identify and reduce or eliminate?

Select correct option:

Physical barriers

Listener barriers

- Sender barriers
- None of above

31. _____ is a process which demands that full attention be paid to the spoken material.

Select correct option:

Speaking

Listening

- Hearing
- Dialogue

32. Which of the following statement has biased language?

Select correct option:

Most Germans are direct in their communication.

Jews generally make good businesspeople.

Some Japanese businesspeople cannot speak English.

Older people generally have lower energy levels.

33. All of the following are the categories of feedback, except:

Select correct option:

Evaluation

Interpretation

Probing

Noise

34. Articulate speech is characterized by:

Select correct option:

Correct pronunciation and clear enunciation

Vocal trait

Combination of pitch and strength

More clearly express or magnify meaning

35. Which of the following pattern is most appropriate when you used the problem/solution method?

Select correct option:

Spatial

Chronological

Topical

Logical

36. Where does immediacy come from during a presentation?

Select correct option:

Looking at your notes

Standing

Dressing with authority

Making eye contact

37. Which one of the following is a method of arranging information by dividing it into parts?

Select correct option:

Spatial pattern

Chronological pattern

Topical pattern

Logical pattern

38. All of the following are the levels of communication. EXCEPT:

Select correct option:

Intrapersonal Communication

Interpersonal Communication

Mediated Communication

Frame Communication

39. Which of the following is the first step in order to overcome communication barriers?

Select correct option:

To recognize the most common barriers and then, understand their negative impact on communication

To recognize the most common barriers and then, find the positive aspects

To find the rare barriers and understand their negative impact

All of the given options

40. Audience information such as age, gender, education, and socioeconomic status falls into a category known as

Select correct option:

Profiling

Demographics

Topoi
MYGLO

41. Jumps to conclusions. This is an example of:

Select correct option:

Listener barrier

Sender barrier

Physical barrier

Noise

42. Mediated communication occurs through:

Select correct option:

Letters, reports, forms and interoffice memoranda

Letters, newspapers and radio

Newspapers, books and TV

TV, radio and wall chalking

43. It is always easier to communicate at the _____.

Select correct option:

Peer level

Differing status

Different position

Different class

44. A presenter can prepare effective responses by which of the following?

Select correct option:

Anticipating

Answering

Revising

All of the above

45. Which one of the following is a planned and rehearsed speech that uses different words during rehearsals?

Select correct option:

Manuscript speech

Memorized speech

Impromptu speech

Extemporaneous speech

46. All of the following are correct about magazines except:

Select correct option:

Magazine articles tend to be shorter and more general.

Magazines are a type of periodical.

Magazines publish articles written for a general audience.

Articles in magazines usually include bibliographies

47. _____ can also seriously impede the transmission of ideas.

Select correct option:

Tolerance

Broadsides

Prejudice

Acceptance

48. Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

Select correct option:

Listening

Hearing

Filtering

Speaking

49. Effective internal communication helps to increase the job _____.

Select correct option:

Absenteeism and depression

Dejection and output

Grievances and sadness

Satisfaction and productivity

50. On the average, how faster a person can think than the listener can talk?

Ten times

Five times

Four times

Three times

51. An effective presenter uses pitch changes to indicate a change in the message. At the end of a sentence, raising the pitch signifies which of the following?

A question

Statement

Speech

Confess

52. Fillers _____ the continuity of communication.

Develop

Emphasize

Interrupt

Build up

53. In USA, maintaining eye contact while talking with elders show confidence, in Pakistan, it shows disrespect. What does this example depict?

Select correct option:

The interpretation of body language is universal.

The interpretation of body language is not universal.

The interpretation of body language is same worldwide.

The interpretation of body language is global.

54. All of the following are the purposes of introduction except:

Getting the audience's attention

Introducing your thesis

Establishing your rapport or credibility with the audience

Avoid to the audience

55. Business associates can be a helpful source for:

Identifying probable questions and objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the given options

56. What is involved in communication process?

Select correct option:

Idea-encoding-channel-decoding-feedback

Idea-information- channel- receiver

Information-channel-receiver

Sender-receiver-channel

57. Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

Select correct option:

Listening

Hearing

Filtering

Speaking

58. Which one of the following defines interpersonal communication as communication that occurs between people who have known each other for some time?

Select correct option:

Developmental view

Contextual view

Relative view

Virtual view

59. _____ is a process which demands that full attention be paid to the spoken material.

Select correct option:

Speaking

Listening

Hearing

Dialogue

60. Which of the following pattern is most appropriate when you used the problem/solution method?

Select correct option:

Spatial

Chronological

Topical

Logical

61. Which one of the following is an interpersonal need to exercise leadership and prove one's abilities?

Select correct option:

Inclusion

Control

Affection

Power

62. In general, there are _____ of newspaper indexes:

Select correct option:

Two kinds

Three kinds

Many kinds

None of the given option

63. Partial or marginal listening can distort the intent of which of the following?

Message

Channel

Source

All of the given options

64. The quality of tone is a combination of which of the following?

Select correct option:

Pitch, strength and character

Pitch, strength and volume

Volume, rate and fillers

Fillers, character and volume

65. All of the following are the levels of listening except:

Active Listening

Protective Listening

Partial Listening

Critical Listening

66. Which of the following process is the automatic psychological process of receiving aural stimuli?

Select correct option:

Listening

Hearing

Filtering
Speaking

67. While you plan to make a good speech, you must be engaged in which of the following?

Select correct option:

Audience-centered approach

Self-centered approach

Theme or idea of the subject

Results

68. Bcc stands for:

Select correct option:

Blind carbon copy

Blind compiled copy

Branded carbon copy

Branded compiled copy

69. While writing a letter to inquire about the people, one should keep in mind all of the following, except:

Select correct option:

Respect human rights, both legal and moral

Ask only for info related to the job

Stress unrelated information/ facts

Structure the questions around the job

1. How we can better our communication skills by Cost reduction? Explain (5 marks)

2. Discuss the demographic factors? (5 marks)

3. Discuss the different source of information that is used to collect information

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