

**Sample Question Paper**

**Subject- Business Communication**

**Subject code 138**

Note – This is a sample Question paper for student's exam reference only, might be pattern of paper can be change in actual examination.

Q.1. The sentence "I am so frustrated with your work is an example of:-

1. Phatic or hallway communication
2. Factual or reporter communication
3. Evaluative or intellectual communication
4. Gut-level or emotional communication

Correct Answer :-

**Factual or reporter communication**

Q.2. Communication occurs in \_\_\_\_\_ basic levels.

1. One
2. Three
3. Five
4. Seven

Correct Answer :-

**Three**

Q.3 Communication involves ensuring message reached by the target audience.

1. Yes
2. No

Correct Answer :-

**Yes**

Q.4 Communication is a \_\_\_\_\_ process.

1. Dynamic
2. Slow
3. Fast

4. Average

Correct Answer :-

**Dynamic**

Q.5 Feedback in communication is the information about \_\_\_\_\_.

1. Receiver's response
2. Sender's response
3. Messengers response
4. None of these

Correct Answer :-

**Receiver's response**

Q.6 Communication is the transmission of information and \_\_\_\_\_ from one individual or group to another.

1. Needs
2. Plans
3. Meaning
4. Emotion

Correct Answer :-

**Meaning**

Q.7 Message/Content is:-

1. The sender's reason for communicating [Option ID = 1362316]
2. The information conveyed [Option ID = 1362317]
3. Means or method used for conveying the message [Option ID = 1362318]
4. Background in which the communication takes place [Option ID = 1362319]

Correct Answer :-

**The information conveyed**

Q.8 The process of translating the symbols into ideas and interpreting the message is called:-

1. Encoding
2. Understanding
3. Decoding
4. Talking

Correct Answer :-

**Decoding**

Q.9 Business communication includes:-

1. Oral communication
2. Written communication
3. Both of these
4. None of these

Correct Answer :-

**Both of these**

Q.10 The \_\_\_\_\_ initiates the purpose of communication. The sender has to be clear about the \_\_\_\_\_ of the communication. The source has to decide what information to convey and create the \_\_\_\_\_ to be conveyed. The sender also chooses a suitable \_\_\_\_\_ by which to send the message. Fill in the blanks sequentially out of the following options:-

1. Channel, sender, message, purpose
2. Sender, purpose, message, channel
3. Message, sender, purpose, channel
4. Purpose, sender, channel, message

Correct Answer :-

**Sender, purpose, message, channel**

Q.11 Connotation of the word "Yes" for Japanese means that \_\_\_\_\_.

1. "Yes, I'm listening"
2. "Yes, I agree"
3. Yes, I'm with you"
4. None of these

Correct Answer :-

**"Yes, I'm listening"**

Q.12 A student present in the class received a present for having excelled in communication skills. Same word with stress on different parts is a barrier of communication which falls under:-

1. Semantic barrier
2. Socio-psychological barrier

3. Cross-cultural barrier

4. None of these

Correct Answer :-

**Semantic barrier**

Q.13 Shankar from Mumbai sent a greetings telegram to Mukharjee of Calcutta, on his daughter Vidya's wedding ceremony. Even after a lapse of a month, there was no feedback from Mukharjee. Which of the following could be barriers?

1. Mukharjee was careless to acknowledge the telegram

2. Mukharjee had forgotten

3. Owing to technical error, he did not receive telegram

4. Mukharjee was too busy in his business

Correct Answer :-

**Owing to technical error, he did not receive telegram**

Q.14 The western concept of time is "linear".

1. TRUE

2. FALSE

Correct Answer :-

**TRUE**

Q.15 Which of the followings are examples of formal communication?

a) National conference on communication

b) Holiday party

c) Interview for the post of territory manager

d) Chatting on internet with family friends

1. Options (a) and (b)

2. Options (a) and (c)

3. Options (b) and (d)

4. Option (c) and (d)

Correct Answer :-

**Options (a) and (c)**