

Quiz Questions:

Business Communication MBA IV PU.

Topic: Unit 1 & 2 of syllabus

Total No of Questions: 15.

Time allotted: 15 Minutes

**(Answers to be written/marked on answer sheet
being sent separately)**

Dated: May 30, 2020 Friday.

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Q: 1

Communication is the art of developing and attaining ----- between people."

- a) Understanding
- b) Agreement
- c) Misunderstanding
- d) Cooperation

Q: 2.

One of the major characteristics of communication is that it is a -----process.

- a) Supportive
- b) Attentive
- c) Cooperative
- d) Fugitive

Q: 3.

Importance of Business Communication lies in its ability to ensure ----- management.

- a) Progressive
- b) Democratic
- c) Socialistic
- d) Inclusive

Q: 4.

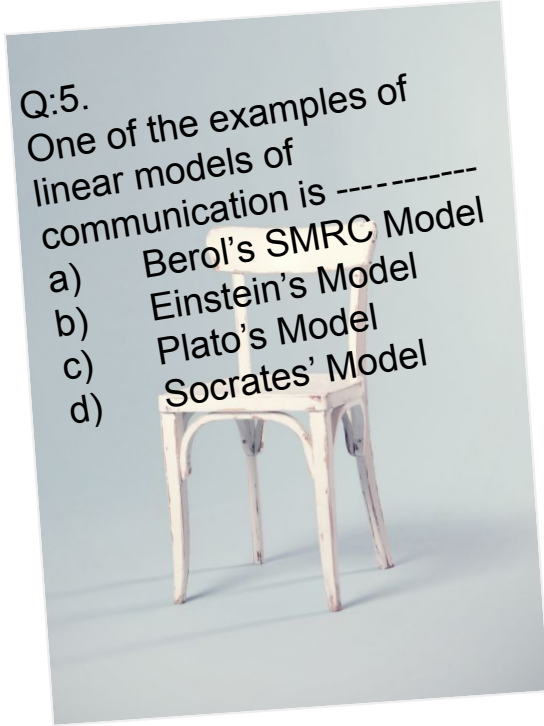
Business communication process chain includes one of the following:

- a) Encoding
- b) Encryption
- c) Description
- d) Subscription

Q:5.

One of the examples of linear models of communication is -----

- a) Berol's SMRC Model
- b) Einstein's Model
- c) Plato's Model
- d) Socrates' Model



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Q: 6.

One of the three major models of communication is -----

- a) Transactional
- b) Transnational
- c) Transgressional
- d) Transitional

Q: 7.

In business communication orders, orders are issued by people who are ----- in position in organizational hierarchy.

- a) Prettier
- b) Interior
- c) Inferior
- d) Superior

Q:8.

----- communication channel is a disciplined and earmarked zone.

- a) Informal
- b) Regular
- c) Grapevine
- d) Formal

Q: 9.

"Advice is always a noun and advise is
always a -----.

- a) Pronoun
- b) Adjective
- c) Adverb
- d) Verb

Q: 10.

Motivation constitutes another very important facet of business communication. To motivate means to cause or stimulate a person -----.

- a) To go**
- b) To listen**
- c) To act**
- d) To placate**

Q: 11.

Communication channel refers to the medium through which a message is transmitted to its intended audience emanating from the source.

- a) Podium
- b) Sodium
- c) Museum
- d) Medium

Q: 12.

Language barrier is:

- i) absence of a common language.
- ii) Use of inappropriate words
- iii) Unintentional intrusion of local dialect and accent into conversation
- iv) Use of ambiguous words

- a) i
- b) ii
- c) iii
- d) all four

Q: 13.

Semantic barriers to communication are the ----- obstacles that distort the sent message in some other way than intended, making the message difficult to understand.

- a) Symbolic**
- b) Diabolic**
- c) Parabolic**
- d) Hyperbolic**

Q: 14.

Interpersonal barriers and barriers from employers can be defined as lack of trust among employees and also between the employer and the -----.

- a) Employees
- b) Employers
- c) Shareholders
- d) Directors

Q: 15.

If the chain of the channels is long then this barrier arises which is called -----.

- a) Organizational barriers
- b) Attitudinal barriers
- c) Channel barriers
- d) Physical barriers