

# Online Examinations (Even Sem/Part-I/Part-II Examinations 2020 - 2021)

Course Name - Business Communication

Course Code - BBALLB402

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*Mark only one oval.*

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- M.SC.(ANCS)
- M.SC.(MM)
- B.A.(Eng)

Answer all the questions. Each question carry one mark.

9. 1. Which of these factors is not required to determine the purpose of speech?

*Mark only one oval.*

- Providing information
- Discouragement
- Accepting ideas
- Entertainment

10. 2. Which of these is not a type of public speech?

*Mark only one oval.*

- Short speech
- Informal speech
- Written speech
- Professional speech

11. 3. What is the maximum time for a short speech?

*Mark only one oval.*

- Ten minutes
- Thirty minutes
- Forty- five minutes
- One hour

12. 4. Which of these does not come under short speech?

*Mark only one oval.*

- Introducing dignitaries
- Presenting reports
- Giving a briefing
- Presenting an award

13. 5. A serious listener concentrates on:

*Mark only one oval.*

- the speaker's body language
- the message
- the speaker's physical appearance
- other thoughts

14. 6. Listening and hearing refer to:

*Mark only one oval.*

- the same thing
- a specific act versus a general act
- mental and physical acts, respectively
- different things

15. 7. Evaluative listening is successful when we:

*Mark only one oval.*

- accurately distinguish stimuli in a message.
- understand the intended meaning of a message.
- make critical assessments of the accuracy of the facts in a message.
- all of the above.

16. 8. Which of these is not a step in the listening process?

*Mark only one oval.*

- To stop talking
- Receiving
- Misinterpreting
- Responding

17. 9. Which of these is the third step in the listening process?

*Mark only one oval.*

- Stop talking
- Interpreting
- Responding
- Receiving

18. 10. In which of these, the listener puts himself in place of the speaker?

*Mark only one oval.*

- Focused listening
- Evaluative listening
- Attentive listening
- Empathetic listening

19. 11. Which of the following is an example of a soft skill that allows a person to convey ideas and influence change?

*Mark only one oval.*

- Self motivation
- Communication
- Technological proficiency
- Personal accountability

20. 12. Which of the following is NOT a soft skill?

*Mark only one oval.*

- Professionalism
- Communication skills
- Time management skills
- Typing skills

21. 13. Which of these is not a physiological barrier?

*Mark only one oval.*

- Fear
- Different perception
- Gel effect
- Halo effect



22. 14. Which of these barriers occur when people belong to different religious backgrounds?

*Mark only one oval.*

- Physical barriers
- Linguistic barriers
- Cultural barriers
- Speech decoding

23. 15. What is one common time management mistake?

*Mark only one oval.*

- Procrastination
- Manage Distractions
- taking breaks
- Scheduling tasks

24. 16. Rapport is

*Mark only one oval.*

- the ability to evaluate another's point of view
- when you are attracted to someone
- he process of building a relationship with others
- A close connection marked by common interest or similarity in values

25. 17. How often should a swot analysis be performed?

*Mark only one oval.*

- only when specific issues need to be performed
- atleast once per year
- only when the business starts
- every 3-5 years

26. 18. Which of the following could be an opportunity?

*Mark only one oval.*

- Having quality processes and procedures
- Moving into new market segments
- damaged reputation
- a new competitor in your home market

27. 19. Which of the following could be a threat?

*Mark only one oval.*

- Changes in technology
- A market vacated by an ineffective competitor
- location of your business
- lack of marketing expertise

28. 20. Which of the following is true about preparing a swot analysis?

*Mark only one oval.*

- it should focus on where the organization is today, not where it could be tomorrow
- a swot analysis is objective
- it should be speciic and avoid grey areas
- it should analyze the organization and ignore the performance of the competitors

29. 21. Which of the following is not a benefit of teamwork?

*Mark only one oval.*

- improved solutions to quality problems
- improved ownership of solutions
- improved communications
- decline in integrtion

30. 22. Which of the following is often called the key attribute of an effective team?

*Mark only one oval.*

- communication
- problem solving
- all get on
- motivation

31. 23. A good way to prevent stress is

*Mark only one oval.*

- getting enough sleep
- a proper diet
- drinking beverages
- taking time out for relaxation

32. 24. Teamwork in an organization leads to organizational

*Mark only one oval.*

- empowerment
- weakness
- economy fall
- skills

33. 25. What sort of reading do you use to find out what on TV today?

*Mark only one oval.*

- skimming
- scanning
- careful reading
- sub-vocalization

## 34. 26. Kinesics

*Mark only one oval.*

- includes gestures
- includes eye contact
- includes facial expressions
- all of the above

## 35. 27. Paralanguage refers to

*Mark only one oval.*

- the words spoken
- the various meanings in different languages
- the vocal messages of pitch,rate loudness
- languages passed on from parent to child

## 36. 28. Which of these qualities are important in a group discussion?

*Mark only one oval.*

- Emotional stability
- Hostility
- Ignorance
- Aggressiveness

37. 29. Which of the following is the best strategy for effectively planning out your work

*Mark only one oval.*

- prioritize your work
- ignore all the unexpected work
- delay any unnecessary work
- all of the above

38. 30. The audience for a presentation consists of people are

*Mark only one oval.*

- are uniform in their level of information
- are confused in their purpose
- vary in their level of information and purpose
- are uniformed and lack a purpose

39. 31. In presentation design, maximum limit is allotted to

*Mark only one oval.*

- introduction
- question-answer session
- main body
- conclusion

40. 32. Good grooming includes

*Mark only one oval.*

- gold and silver jewellery
- perfume or cologne
- polished shoes
- a name tag

41. 33. A video- conferencing interviews

*Mark only one oval.*

- are not often used
- are more expensive because of the equipment
- can be cost efficient for employers when interviewing out of station candidates
- are used in 90% of first interviews

42. 34. Panel Interview

*Mark only one oval.*

- are not often used
- are more expensive for the company
- are always used
- are challenging

43. 35. Interviews are conversations with

*Mark only one oval.*

- fun
- purpose
- friendliness
- informality

44. 36. The name that Jimmy took in the new town was \_\_\_\_\_.

*Mark only one oval.*

- Elmore
- Billy
- Ralph
- Willy

45. 37. The girl whom Jimmy fell in love with was \_\_\_\_\_.

*Mark only one oval.*

- Isabella
- Adella
- Polly
- Annabel



46. 38. Jimmy's would-be father-in-law was a \_\_\_\_\_.

*Mark only one oval.*

- Safe-cracker
- Tea-stall owner
- Banker
- Shoe-maker

47. 39. Who pardoned Jimmy Valentine from imprisonment?

*Mark only one oval.*

- Governor
- President
- Prime Minister
- Senator

48. 40. How long did Jimmy stay or serve in the jail?

*Mark only one oval.*

- two months
- nine months
- ten months
- one year

49. 41. What was the number of Jimmy in the jail?

*Mark only one oval.*

9672

9762

9863

9572

50. 42. How much did Jimmy pay the blind man?

*Mark only one oval.*

quarter of a dollar

half of a dollar

one dollar

two and a half dollar

51. 43. Who is the investigator in the story 'Jimmy Valentine'?

*Mark only one oval.*

Bob Dolan

Jim Whatmore

Pete Denver

Ben Price

52. 44. How much did the burglary tools cost?

*Mark only one oval.*

- hundred dollars
- over nine hundred dollars
- around five hundred dollars
- less than three hundred dollars

53. 45. In which hotel did Jimmy engage a room in Elmore?

*Mark only one oval.*

- Public Hotel
- Planter's Hotel
- Hotel Sparkle
- Peanut Hotel

54. 46. Where did Jimmy want to meet Billy?

*Mark only one oval.*

- Elmore
- Sullivan's place
- Springfield
- Richmond

55. 47. Who shut Agatha in the vault?

*Mark only one oval.*

Mary

Sally

May

June

56. 48. How old was May in 'Jimmy Valentine'?

*Mark only one oval.*

5 years

7 years

6 years

9 years

57. 49. How long did Jimmy take to open the vault?

*Mark only one oval.*

5 minutes

10 minutes

15 minutes

2 minutes

58. 50. What did Jimmy ask for from Annabel at the last?

*Mark only one oval.*

a rupee

a kiss

a rose

a petal

59. 51. What was Mr. Adams proud of?

*Mark only one oval.*

his family

his new car

his would-be son-in-law

his new safe and vault

60. 52. Where did Jimmy want to order his wedding-suit at?

*Mark only one oval.*

Little Rock

Sullyvan's Place

Springdale

Vancouvre

61. 53. What is the name of the original story called 'Jimmy Valentine'?

*Mark only one oval.*

- Alias Jimmy Valentine
- A Retrieved Reformation
- The Retrieval
- The Retrieval of Real Jimmy

62. 54. What is the original name of the author, O. Henry?

*Mark only one oval.*

- William Sydney Porter
- Sydney Poker
- William Sympson
- John Denver

63. 55. A good \_\_\_\_\_ should be targeted at a specific job and one to two pages long.

*Mark only one oval.*

- Notice
- Circular
- Resume
- CV

64. 56. \_\_\_\_\_ should not be used in a Resume or CV.

*Mark only one oval.*

- Photographs
- Family details
- Date of Birth
- Personal Pronouns

65. 57. \_\_\_\_\_ can be called your 'big picture', a detailed snapshot of your professional and personal attributes.

*Mark only one oval.*

- Resume
- Notices
- Circulars
- Curriculum Vitea

66. 58. A manager controls but a leader \_\_\_\_\_.

*Mark only one oval.*

- agitates
- ignores
- inspires
- demeans

67. 59. When employees are involved in decision making, it is \_\_\_\_\_ leadership.

*Mark only one oval.*

- Formative
- Notrnative
- Autocratic
- Democratic

68. 60. Leaders who are capable of bringing in changes to – the self, the group and the organization, are called \_\_\_\_\_ leaders.

*Mark only one oval.*

- Transformational
- Democratic
- Autocratic
- Free-reign styled

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