



**BRAINWARE UNIVERSITY**  
**Term End Examination 2020 - 21**  
**Programme – Master of Business Administration**  
**Course Name – Business Communication**  
**Course Code - MBA102**

**Semester / Year - Semester I**

Time allotted : 75 Minutes

Full Marks : 60

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

**Group-A**

(Multiple Choice Type Question)

1 x 60=60

1. *(Answer any Sixty)*

(i) Which of these factors distinguish one speaker from the other speakers?

- |                 |             |
|-----------------|-------------|
| a) Audience     | b) Message  |
| c) Speech style | d) Feedback |

(ii) \_\_\_\_\_ means to impart understanding of the message.

- |             |             |
|-------------|-------------|
| a) Decoding | b) Receiver |
| c) Feedback | d) Encoding |

(iii) Which of these is the most frequently used channel of communication?

- |                             |                           |
|-----------------------------|---------------------------|
| a) Downward communication   | b) Upward communication   |
| c) Horizontal communication | d) Diagonal communication |

(iv) \_\_\_\_\_ communication flows from a superior to a subordinate

- |             |             |
|-------------|-------------|
| a) Upward   | b) Lateral  |
| c) Downward | d) Diagonal |

(v) Which of these barriers occur when people belong to different religious backgrounds?

- |                      |                        |
|----------------------|------------------------|
| a) Speech decoding   | b) Linguistic barriers |
| c) Cultural barriers | d) Physical barriers   |

(vi) Barriers which are caused because of different meanings of a word to different people is called \_\_\_\_\_

- a) different perception
- b) cultural barriers
- c) semantic distortions
- d) physical barriers

(vii) Which of these is not important in an oral presentation?

- a) Words
- b) Body language
- c) Gestures
- d) The number of people as audience

(viii) Which of these is a sign of under confidence?

- a) Speaking and naturally shifting your eyes around
- b) Transfixed on one face
- c) Pointing your finger
- d) Using your hands

(ix) Which of these must be avoided by the speaker?

- a) He must convey precise information
- b) He must ensure that the information is understood by the audience
- c) He must force the audience to totally accept his point of view.
- d) He must inspire the audience to totally accept his point of view.

(x) Where was Mrs. Thurlow's house located?

- a) village
- b) city
- c) Small hill
- d) town

(xi) What were her boys making when Mrs. Thurlow visited them at her brother's house?

- a) Rabbit hutch
- b) bicycle
- c) toys
- d) bike

(xii) What work did Mrs. Thurlow's brother do?

- a) carpenter
- b) mechanic

c) farmer

d) None of these

(xiii) On what charge was Mr. Thurlow arrested by the police?

a) theft

b) burglary

c) murder

d) None of these

(xiv) What kind of plate did Mr. Thurlow have in his head?

a) golden

b) silver

c) bronze

d) None of these

(xv) What age are Mrs. Thurlow's boys?

a) 10,12

b) 9,14

c) 12,14

d) 9,13

(xvi) At what time did Mrs. Thurlow clean the poultry farm?

a) 12.30-3 in the afternoon

b) 4-5 in the evening

c) 5-6 in the evening

d) 3-6 in the evening

(xvii) Which of these is not an ingredient of the speech process?

a) Message

b) Reading comprehension

c) Audience

d) Feedback

(xviii) Which of these factors do not make the oral communication effective?

a) Dullness

b) Self expression

c) Fluency

d) Phonetics

(xix) Which of these must be avoided for effective communication?

a) Sharing of activity

b) Listening

c) Ambiguity

d) Politeness

(xx) Which of these is the third element of communication?

- a) Sender
- b) Channel
- c) Message
- d) Receiver

(xxi) To make our communication effective, we should follow \_\_\_\_\_ C's and \_\_\_\_\_ S's.

- a) seven, four
- b) seven, three
- c) six, four
- d) six, three

(xxii) Talking comes under which type of communication?

- a) Verbal
- b) Non- verbal
- c) Written
- d) Dramatic

(xxiii) A person who compiles dictionaries is known as:

- a) Cartographer
- b) Lexicographer
- c) Anthropologist
- d) Numismatist

(xxiv) A continued dialogue between the sender & receiver is called \_\_\_\_\_.

- a) a feedback loop
- b) decoding
- c) encoding
- d) effective listening

(xxv) Your best bet are free tickets.

- a) Your best bet is free tickets.
- b) Your best bet were free tickets.
- c) Your best bet am free tickets.
- d) Your best bet seems free tickets.

(xxvi) Correct the statement: Bread and butter are my favourite breakfast.

- a) Bread and butter is my favourite breakfast.
- b) Bread and butters are my favourite breakfast.
- c) Breads and butters are my favourite breakfast
- d) Breads and butter are my favourite breakfast.

(xxvii) Which of these tenses does the statement belong to? A letter is being written by me.

- a) Present perfect tense (active)
- b) Present continuous tense (active)
- c) Present continuous tense (passive)
- d) Present perfect tense (passive)

(xxviii) Fill in the blank with past perfect tense: He said I owe him money.

- a) He said I owed him money.
- b) He said I had been owing him money.
- c) He said I shall owe him money.
- d) He said I am owing him money

(xxix) Last night, I lost Rs. 50,000 in a poker game. But that's life --

- 
- a) Game plan
  - b) Easy come, easy go
  - c) Cut-throat
  - d) In a nutshell

(xxx) A solution or remedy for all difficulties or diseases.

- a) Panacea
- b) Ephemeral
- c) Biopsy
- d) None of these

(xxxix) A person who draws maps is known as:

- a) Cartographer
- b) Lexicographer
- c) Anthropologist
- d) Numismatist

(xxxix) Killing of a large group of people is known as:

- a) Regicide
- b) Genocide
- c) Sorricide
- d) None of these

(xxxix) One who is filled with excessive enthusiasm in religious matters:

- a) Iconoclast
- b) Fatalist
- c) Fanatic
- d) Fugitive

(xxxix) By the book means:

- a) To be more successful than the competition
- b) To start something over again because a previous attempt failed
- c) To do things exactly according to the rules or the law
- d) To dominate a particular market

(xxxv) One who attacks cherished ideas or traditional institutions:

- a) Iconoclast
- b) Fatalist
- c) Fanatic
- d) Fugitive

(xxxvi) A collection of poems is known as \_\_\_\_\_

- a) Anthology
- b) Dictionary
- c) Granary
- d) Elegy

(xxxvii) Ahead of the pack means:

- a) To start something over again because a previous attempt failed
- b) To be more successful than the competition
- c) To do things exactly according to the rules or the law
- d) To dominate a particular market

(xxxviii) Killing of oneself is known as.

- a) Regicide
- b) Genocide
- c) Sororicide
- d) None of these

(xxxix) One who runs away from justice.

- a) Iconoclast
- b) Fatalist
- c) Fanatic
- d) Fugitive

(xl) \_\_\_\_\_ is to be done by the sender in the communication process.

- a) reflection
- b) acting
- c) decoding
- d) ideation

(xli) Communication through colour is called \_\_\_\_\_.

- a) Haptics
- b) olefactics
- c) oculesics
- d) Chromatics

(xlii) One of the busiest city in India is Mumbai where, it is said, people never sleep. Identify the error.

- a) One of the busiest
- b) city in India is Mumbai
- c) where, it is said
- d) people never sleep

(xliii) Change the mode of narration: My father said to me, "Where did you go yesterday?"

- a) My father asked me where had I gone the previous day.
- b) My father asked me where I had been the previous day.
- c) My father asked me where I went the previous day.
- d) My father asked me where I had gone the previous day.

(xliv) The teacher asked us if we \_\_\_\_\_ (complete) our project. Use the correct form of the verb in bracket.

- a) Completed
- b) Have completed
- c) Were completed
- d) Had completed

(xlv) It is difficult to \_\_\_\_\_ that everyone went to the excursion \_\_\_\_\_ Aman.

- a) Accept, expect
- b) Except, accept
- c) Expect, accept
- d) Accept, except

(xlvi) Identify the part of the sentence that has an error: 'The patient died in sleep before the doctor arrived.'

- a) The patient died
- b) in sleep before
- c) the doctor arrived
- d) No Error

(xlvii) His dishonest ways have \_\_\_\_\_ his ruins.

- a) Brought out
- b) Brought up
- c) Brought in
- d) Brought about

(xlviii) What does 'Philogynist' mean?

- a) One who admires women
- b) One who hates women
- c) One who admires men
- d) One who hates men

(xlix) 'O, that I were free!' Identify the mood of the sentence.

- a) Exclamatory
- b) Imperative
- c) Indicative
- d) Subjunctive

(l) What does the phrasal verb 'give away' mean?

- a) Surrender
- b) Distribute
- c) Announce
- d) Submit

(li) Handshake is an example of \_\_\_\_\_.

- a) Chronemics
- b) Proxemics
- c) Kinesics
- d) Haptics

(lii) Identify the type of the italicised phrase, 'She was given a ring made of gold.'

- a) Noun Phrase
- b) Adjective Phrase
- c) Adverb Phrase
- d) Appositive Phrase

(liii) Identify the part of the sentence that has an error: 'The Principal was requested to look after the matter carefully.'

- a) The Principal was
- b) the matter carefully
- c) requested to look after
- d) No Error

(liv) What does the phrasal verb 'call off' mean?

- a) Demand
- b) Recollect



c) Pay a visit

d) Postpone

(lv) Which of the following is not a part of the 3Ps of presentation?

a) Practice

b) Prepare

c) Pretend

d) Perform

(lvi) The downward flow of communication is used for \_\_\_\_\_.

a) Requesting

b) Reporting

c) Giving orders

d) None of these

(lvii) Select the word with correct spelling.

a) Benefited

b) Benifited

c) Benifitted

d) Benefitted

(lviii) The communication within a self is called \_\_\_\_\_.

a) Interpersonal communication

b) Intrapersonal communication

c) Group communication

d) Mass communication

(lix) What is more important for successful communication?

a) Verbal communication

b) Non-Verbal communication

c) Both of them

d) None of these

(lx) Write the synonym of the word Massive.

a) Strong

b) Little

c) Huge

d) Big