



BRAINWARE UNIVERSITY

Term End Examination 2020 - 21

Programme – Bachelor of Business Administration

Course Name – Business Communication-II and Language Practice

Course Code - BBA(HU)301

Semester / Year - Semester III

Time allotted : 85 Minutes

Full Marks : 70

[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 70=70

1. (Answer any Seventy)

(i) In Chekhov's "The Bet," over what topic do the banker and lawyer make a bet? (Unit-V)

- | | |
|-----------------------------------|----------------------|
| a) Morality of capital punishment | b) Morality of money |
| c) Value of knowledge | d) Value of faith |

(ii) As mentioned in Chekhov's "The Bet," the lawyer reads 600 volumes of books in a 4-year period. Which book takes him, at least according to the banker, much more time than necessary to read? (Unit-V)

- | | |
|-----------|--------------|
| a) Novels | b) Dramas |
| c) Gospel | d) Magazines |

(iii) In which season did the fateful bet take place? (Unit-V)

- | | |
|-----------|-----------|
| a) Summer | b) Autumn |
| c) Fall | d) Winter |

(iv) Which of these is not an element of non- verbal communication? (Unit-IV)

- | | |
|------------------------|------------------------|
| a) personal appearance | b) posture |
| c) eye contact | d) name of the speaker |

(v) Kinesics is a study of _____ . (Unit-IV)

- | | |
|-------------------------------------|-------------------------------|
| a) Time management in Communication | b) Study of Voice modulation. |
|-------------------------------------|-------------------------------|

c) Study of silence and its intensity in communication

d) Physical Body movements for communication.

(vi) Which of these is not a type of listening? (Unit-III)

a) Appreciative listening

b) Superficial listening

c) Focused listening

d) Musical listening

(vii) The woman _____ when the police told her that her son had died. (Unit-VI)

a) Broke up

b) Broke down

c) Broke into

d) Broke in

(viii) Which of these is not a deterrent to the listening process? (Unit-III)

a) Lack of interest

b) Ego

c) confidence

d) fear

(ix) Which of these occur because of differences in language? (Unit-III)

a) Physical barriers

b) linguistic barriers

c) cultural barriers

d) speech barriers

(x) Which of the following statements is true? (Unit-VII)

a) In small quantities, stress is good

b) too much stress is harmful

c) All stress is bad

d) Only '1' & '2' are right

(xi) What was the age of the young lawyer in "The Bet"? (Unit-V)

a) Twenty-four

b) Twenty

c) Twenty-six

d) Twenty-five

(xii) The name of the banker is _____. (Unit-V)

a) ricky

b) Tim

c) Ben

d) not mentioned

(xiii) Communication is derived from Communicare and _____. (Unit-IV)

- a) Communis
- b) communist
- c) community
- d) cosmos

(xiv) The documents that give those attending meetings prior notice of what are to be discussed are _____. (Unit-II)

- a) minutes
- b) notices
- c) agendas
- d) none of these

(xv) Minutes of a meeting are generally written by the _____. (Unit-II)

- a) Chairman
- b) President
- c) Managing Director
- d) Secretary

(xvi) Which musical instrument was the lawyer granted during his confinement? (Unit-V)

- a) Flute
- b) Piano
- c) Chello
- d) Drums

(xvii) _____ communication has an universal appeal. (Unit-IV)

- a) Non-verbal
- b) Verbal
- c) Oral
- d) Local

(xviii) Putting hands in the pocket while standing before an audience is an example of _____. (Unit-IV)

- a) Gesture
- b) Posture
- c) Appearance
- d) Smartness

(xix) _____ by everybody, the lady now stays in a temple. (Fill in the blank with the proper Participle) (Unit-VI)

- a) Being abandoned
- b) Abandoning
- c) Abandon
- d) To abandon

(xx) Someone in love with himself is- (Unit-VI)

- a) Naturist
- b) Narcissist
- c) Upward
- d) Grapevine

(xxi) Which listening type involves careful listening of a particular sound or message? (Unit-III)

- a) Discriminative
- b) Artificial
- c) Selective
- d) Focused

(xxii) _____ is harmful for it increases our body temperature, blood pressure and heartbeat rate. (Unit-VII)

- a) Anger
- b) Distress
- c) Disgust
- d) Frustration

(xxiii) Listening, like speaking, reading, and writing, is: (Unit-III)

- a) A habit
- b) A skill
- c) An art
- d) A gift of nature

(xxiv) Listening and hearing refer to: (Unit-III)

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

(xxv) Which of the following kinds of communication do students spend most time engaged in: (Unit-III)

- a) speaking
- b) reading
- c) writing
- d) listening

(xxvi) Evaluative listening is successful when we: (Unit-III)

- a) are subjective and purposeful
- b) relaxed and happy
- c) can make critical assessments
- d) all of these

(xxvii) The confinement time for the lawyer started from twelve o'clock of _____ and ended at twelve o'clock of November 14, 1885. ("The Bet") (Unit-V)

- a) September 14, 1875
- b) December 14, 1860
- c) November 14, 1870
- d) September 14, 1865

(xxviii) Conflict is (Unit-VII)

- a) unavoidable fact of life
- b) sometimes constructive
- c) destructive force in relationships
- d) all of these

(xxix) The novelist, as well as the poet, _____ dead. (Unit-VI)

- a) are
- b) is
- c) am
- d) being

(xxx) _____ involves correct pitch, tone, rate of articulation in communication. (Unit-IV)

- a) Correct posture
- b) Voice Modulation
- c) Good behaviour
- d) Physical appearance

(xxxi) The minutes should have - (Unit-II)

- a) a list of attendees
- b) a list of food items consumed
- c) a list of ministers
- d) a list of directors

(xxxii) _____ is an example of Haptics. (Unit-IV)

- a) Winking
- b) Smiling
- c) Handshaking
- d) Looking at the watch

(xxxiii) Eye-contact is a part of _____. (Unit-IV)

- a) Kinesics
- c) Chronemics

- b) Proxemics
- d) Haptics

(xxxiv) In four years, the lawyer learnt _____ languages while in confinement. (Unit-V)

- a) six
- c) twenty-four
- b) thirty-six
- d) fourteen

(xxxv) Oral and written communication are both _____ communication. (Unit-IV)

- a) Grapevine
- c) Verbal
- b) Group
- d) Non-verbal

(xxxvi) Which of the following is not a merit of oral communication? (Unit-IV)

- a) It can be readily used
- c) It is cost effective
- b) It is instantaneous
- d) It is not generally recorded

(xxxvii) The lawyer _____ the banker's millions happily, as he had already tasted the real freedom through extensive learning. (Unit-V)

- a) deceased
- c) rebumped
- b) renounced
- d) dislodged

(xxxviii) The lawyer was confined at a _____ in the banker's _____. (Unit-V)

- a) room; lodge
- c) cell; house
- b) garage; garden
- d) lodge; garden

(xxxix) How is good technical writing achieved? (Unit-II)

- a) Naturally
- c) Listening
- b) By practice
- d) Speaking

(xl) Which of these is the first thing mentioned in a notice? (Unit-II)

- a) Name of the organization
- b) Date
- c) Notice
- d) Notice details

(xli) Which of these should be avoided in an E-mail? (Unit-II)

- a) E-mail address
- b) Subject line
- c) Smileys
- d) Re-reading

(xlii) Interpersonal communication is _____. (Unit-IV)

- a) independent
- b) disciplinary
- c) interactive
- d) surreal

(xliii) _____ communication helps planning, structuring, clarifying, clearing misconceptions in our mind. (Unit-IV)

- a) Informal
- b) Meta
- c) Mass
- d) Intrapersonal

(xliv) Which of these is based on Evaluative listening? (Unit-III)

- a) Note taking
- b) Notice writing
- c) Letter writing
- d) Predicting

(xlv) The full form of a memo is _____. (Unit-II)

- a) memory
- b) mandatory
- c) membership
- d) memorandum

(xlvi) Which of these barriers occur when people belong to different religious backgrounds? (Unit-III)

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

(xlvii) Failing to manage your time can lead to some consequences, like - (Unit-

VII)

- a) Less stress
- b) Greater productivity and efficiency
- c) Missing deadlines
- d) A better professional reputation

(xlviii) Which of the following is a true statement? (Unit-VII)

- a) Time management means always doing more than one task at the same time
- b) Good time management means never taking breaks
- c) Time management is about planning to get tasks done and doing them
- d) One way to manage your time well is to ignore deadlines and focus on doing the most fun activities

(xlix) Which word means a result or effect of an action or condition? (Unit-VI)

- a) Chore
- b) Consequence
- c) Deadline
- d) Goal

(l) Stress management is about learning - (Unit-VII)

- a) How to avoid the pressures of life
- b) How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life
- c) Both 'How to avoid the pressures of life' & 'How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life' are true
- d) None of these

(li) Often anger leads to _____ out of provocation, hurt or threat. (Unit-VII)

- a) depression
- b) aggression
- c) suppression
- d) oppression

(lii) _____ report includes breakdown of machinery. (Unit-II)

- a) Feasibility
- b) Periodic

c) Trouble

d) Progress

(liii) The tone of the speaker should be _____. (Unit-IV)

a) loud

b) engaging

c) low

d) soft

(liv) The lawyer is permitted certain items while he is held in isolation. As noted in Chekhov's 'The Bet,' which of the following items can the lawyer receive?

a) Newspapers

b) letters

c) Wine

d) visitors

(lv) In which season did the fateful bet take place?

a) Summer

b) Autumn

c) Fall

d) Winter

(lvi) He could not tolerate his stupidity any more. (replace with phrasal verb)

a) Put up with

b) brought up

c) come across

d) gave up

(lvii) Which of these is the first step in the listening process?

a) Stop talking

b) Receiving

c) interpreting

d) Responding

(lviii) Which of these types of listening lacks depth?

a) Appreciative listening

b) Superficial listening

c) Focused listening

d) Evaluative listening

(lix) Which of these occur because of differences in language?

a) Physical barriers

b) linguistic barriers

c) cultural barriers

d) speech barriers

(lx) Which of the following statements is true?

- a) In small quantities, stress is good
- b) too much stress is harmful
- c) All stress is bad
- d) Only '1' & '2' are right

(lxi) What was the age of the young lawyer in "The Bet"?

- a) Twenty-four
- b) Twenty
- c) Twenty-six
- d) Twenty-five

(lxii) The banker first proposed the bet for how many years?

- a) Five
- b) Ten
- c) Fifteen
- d) Twenty

(lxiii) Communication is derived from Communicare and _____.

- a) Communis
- b) communist
- c) community
- d) cosmos

(lxiv) A Memo is written for the _____ people only of an organization.

- a) outside
- b) external
- c) internal
- d) competitor

(lxv) _____ can be a workplace stress for many.

- a) Perfect timing
- b) Energetic workforce
- c) long working hours
- d) comfortable workstation

(lxvi) _____ by everybody, the lady now stays in a temple. (Fill in the blank with the proper Participle)

- a) Being abandoned
- b) Abandoning
- c) Abandon
- d) To abandon

(lxvii) Hearing is _____, listening is _____.

- a) understanding; decoding
- c) physical; intellectual

- b) acting; attending
- d) encoding; filtering

(lxviii) _____ is harmful for it increases our body temperature, blood pressure and heartbeat rate.

- a) Anger
- c) Disgust

- b) Distress
- d) Frustration

(lxix) During which stage of active listening should you show that you are paying attention?

- a) Focusing
- c) Evaluating

- b) Interpreting
- d) Responding

(lxx) In the second year of his confinement the lawyer asked only for _____. (“The Bet”)

- a) drinks
- c) classics

- b) music
- d) teachings