



## BRAINWARE UNIVERSITY

Term End Examination 2022

Programme – BCA-2018/BBA-2018/B.Sc.(CS)-Hons-2018/B.Sc.(HN)-Hons-2018/B.A.  
(MW)-Hons-2018/B.Com.(BFA)-Hons-2018/B.Sc.(BT)-Hons-2018

Course Name – Communicative English

Course Code - BENL010301

( Semester I )

Full Marks : 70

Time : 3:0 Hours

[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 40=40

1. Choose the correct alternative from the following :

- (i) Choose which of these affirmations can be used for Active Listening
  - a) How so?
  - b) Do you understand?
  - c) I understand
  - d) I am sure.
- (ii) Choose which is the advisable step for Active Listening for disclosing your opinion
  - a) State opinion frequently
  - b) Our opinions are irrelevant to the speaker
  - c) The speaker and listener should speak equally as much
  - d) Wait before disclosing
- (iii) Choose which of these are suitable for communication to take place
  - a) All of the following
  - b) At the workplace
  - c) On the streets
  - d) Within a closed/small room
- (iv) Judge the most important aspect of any communication
  - a) People
  - b) Information/Ideas
  - c) Language
  - d) All of the above
- (v) If communication is the transmission of ideas, produce the correct statement for who gets to be the recipient of the transmitted information
  - a) Only the concerned person/s should get the necessary information
  - b) The recipient should understand the message, and they can be anyone, depending on the context
  - c) All of the information should be made available to everyone
  - d) It is ultimately the speakers' choice what to communicate and with whom
- (vi) Produce the other name for the use of body language in communication
  - a) Oculistics
  - b) Proxemics
  - c) Kinesics
  - d) None of the above
- (vii) Infer which of these can make the speaker feel like we are giving them full and

appropriate physical attention

- a) By coming physically very close to them      b) By maintaining proper physical distance from them
- c) By maintaining a large distance between us      d) Physical proximity or distance is not relevant in this context
- (viii) Infer which of these holds true for when talking with a spirited communicator
- a) Not share too many personal anecdotes that take the conversation elsewhere      b) Do not share new ideas
- c) Do not use an agenda with time limits for each action      d) Do not exercise caution or restraint about their ideas and plans
- (ix) Infer which of these serves as an example of a factor that prejudices against communication
- a) Seniors should be given some time off from work if they need it      b) Child Labour is by nature exploitative
- c) Women who have recently given birth are slower and less efficient in the workplace      d) All forms of prejudice in the workplace cannot be approved
- (x) If feelings can affect how we communicate, select which sort of feelings can do so?
- a) Physical and emotional feelings      b) Physical feelings only
- c) Emotional feelings only      d) Feelings do not affect how we communicate
- (xi) Select the correct response that accounts for our use of Verbal and Non-Verbal Communication
- a) Verbal communication is only spoken and does not require a listener, whereas non-verbal communication requires one      b) Verbal Communication is limited in scope, while non-verbal communication is used almost by everyone
- c) Verbal communication helps us identify the emotions of the speaker more      d) Non-verbal communication helps us identify the language used by the speaker more
- (xii) Infer which of these are the two coordinates for assessing communication styles
- a) Action and Emotion      b) Agency and Resignation
- c) Action and Passivity      d) Assertiveness and Expressiveness
- (xiii) Identify the meaning of the word 'communication' in Latin
- a) common      b) find commonness
- c) to make common      d) nothing can be common
- (xiv) Select the correct option: The \_\_\_\_\_ conceptualizes the idea what she/he intends to convey to others
- a) Receiver      b) Sender
- c) Initiator      d) None of these
- (xv) Identify the correct option: The sender's knowledge, skills, perception, background, competencies, etc. has a great impact on \_\_\_\_\_
- a) the channel he chooses      b) the way he speaks
- c) the success of the message      d) the way the receiver understands
- (xvi) Select the correct option: Oral, virtual, written, electronic, gesture, etc. can be a \_\_\_\_\_ in communication.
- a) process      b) tool
- c) feedback      d) channel
- (xvii) Identify the correct answer: \_\_\_\_\_ is necessary for the sender of a message to know if the message has reached the receiver and is being comprehended.
- a) Ideation      b) medium
- c) feedback      d) channel
- (xviii) Assess the most appropriate response applicable for public speaking
- a) Public speaking inspires confidence in everyone      b) Writing a journal or a diary helps refine public speaking skills

- c) Speaking with friends and family can help reduce anxiety related to public speaking
- d) To overcome anxiety, one must practice the speech beforehand to detect and avoid mistakes.
- (xix) Select the correct answer: The \_\_\_\_\_ is the person for whom the message is intended or targeted.
- a) receiver  
b) communicator  
c) ideator  
d) mentor
- (xx) Select the correct way of enhancing one's presentation
- a) By focusing only on what the speaker intends to convey, and not with the audience in mind  
b) By doing extensive research, one can make a more well-informed presentation on the topic  
c) The arguments can be placed haphazardly, in any manner, as long as they can be understood.  
d) The ideal business presentation should consist only of data, not of one's opinions and perspectives
- (xxi) Identify the correct answer: The main functions of communication are providing \_\_\_\_\_, education and entertainment.
- a) ideas  
b) information  
c) organization  
d) social values
- (xxii) Select the correct option: Communication helps to spread the \_\_\_\_\_ of a region into different areas.
- a) place  
b) name  
c) culture  
d) direction
- (xxiii) Select the correct option: Communication improves \_\_\_\_\_ relations by keeping both in contact with each other in a work environment.
- a) husband-wife  
b) parents-children  
c) labour management  
d) teacher-student
- (xxiv) Select the correct option: Communication is important both for an individual and for the \_\_\_\_\_.
- a) government  
b) locality  
c) flora  
d) society
- (xxv) Select the correct option: \_\_\_\_\_ communication thrives on reading and listening.
- a) Oral  
b) Written  
c) Verbal  
d) Mass
- (xxvi) \_\_\_\_\_ communication is generally intended and purposeful.
- a) Meta  
b) Verbal  
c) Non-verbal  
d) Formal
- (xxvii) Select the correct option: Listening is hearing with \_\_\_\_\_.
- a) notification  
b) power  
c) attention  
d) function
- (xxviii) Indicate the correct option: \_\_\_\_\_ are parts of mass communication channels.
- a) telephone calls, email  
b) Letters, Notices  
c) Newspapers, Internet  
d) None of these
- (xxix) State the correct option suited for the blank: Physical barriers to communication refers to the \_\_\_\_\_ barriers.
- a) bodily  
b) environmental  
c) normal  
d) human
- (xxx) Select the correct option: \_\_\_\_\_ communication occurs when the speaker's words convey a different meaning other than that was intended.
- a) Mass  
b) Meta

- c) Group  
d) Grapevine
- (xxx) Identify the correct option: Hearing refers to perception of \_\_\_\_\_ with the ears.
- a) senses  
b) smell  
c) sound  
d) touch
- (xxxii) Show the correct option: Communication through eyes is \_\_\_\_\_
- a) Paralinguistics  
b) Haptics  
c) Kinesics  
d) Oculesics
- (xxxiii) Identify the correct option: \_\_\_\_\_ involves changing of the codes into required information in Listening.
- a) Encoding  
b) Nurturing  
c) Decoding  
d) Hearing
- (xxxiv) Recognize the word that is best suited: The person who transmits the message is called \_\_\_\_.
- a) channel  
b) sender  
c) receiver  
d) response
- (xxxv) Select the correct option: \_\_\_\_ means communication without words.
- a) Object communication  
b) Written communication  
c) Oral communication  
d) Non-verbal communication
- (xxxvi) Identify the correct option: At each stage in the process of communication, there is a possibility of interference which may hinder the process. Such interference is known as \_\_\_\_.
- a) sender  
b) receiver  
c) barrier  
d) none of them
- (xxxvii) State the word that fits the blank: \_\_\_\_ describes all forms of human communication that are not verbal.
- a) prosody  
b) vocalics  
c) haptics  
d) para language
- (xxxviii) Select the correct option: Normally communication is \_\_\_\_, wherein the information or message is transferred from one person to another.
- a) impersonal  
b) interpersonal  
c) personal  
d) important
- (xxxix) Identify what connects the sender to the receiver.
- a) Channel  
b) Noise  
c) Communication  
d) feedback
- (xl) Identify which of these in the usage of words may be a serious barrier to effective communication.
- a) disturbance  
b) discrimination  
c) disorder  
d) distortion

### Group-B

(Multiple Choice Type Question)

3 x 10=30

2. Choose the correct alternative from the following :

- (i) Choose which of these is true for feedback in the communication process: A. The feedback may be verbal or non-verbal. B. If the message is not understood, there may not be a feedback at all. C. Strictly speaking, feedback is not a part of the communication loop. D. The feedback should ideally be defined as a new message in the same loop. E. Depending on the feedback, the sender may modify their message.
- a) A, C and D  
b) B, C and E



