



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

1 x 40=40

(Multiple Choice Type Question) 1. Choose the correct alternative from the following :

sed for Active Listening
b) Do you understand?d) I am sure.Listening for disclosing your opinion
 b) Our opinions are irrelevant to the speaker d) Wait before disclosing nunication to take place
b) At the workplaced) Within a closed/small roommunication
 b) Information/Ideas d) All of the above s, produce the correct statement for who of formation
 b) The recepient should understand the message, and they can be anyone, depending on the context
d) It is ultimately the speakers' choice what to communicate and with whom language in communication
 b) Proxemics d) None of the above el like we are giving them full and 1 of 6

appropriate physical attention

- ^{a)} By coming physically very close to them
- c) By maintaining a large distance between us
- b) By maintaining proper physical distance from them
- d) Physical proximity or distance is not relevant in this context

d) Do not exercise caution or restraint about

d) All forms of prejudice in the workplace

d) Feelings do not affect how we communicate

the language used by the speaker more

their ideas and plans

cannot be approved

b) Physical feelings only

- (viii) Infer which of these holds true for when talking with a spirited communicator
 - a) Not share too many personal anecdotes that b) take the conversation elsewhere
 - c) Do not use an agenda with time limits for each action
- (ix) Infer which of these serves as an example of a factor that prejudices against communiction
 - a) Seniors should be given some time off from b) 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
- (x) If feelings can affect how we communicate, select which sort of feelings can do so?
 - a) Physical and emotional feelings
 - c) Emotional feelings only

c) Action and Passivity

- (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 nonverbal 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
- (xii) Infer which of these are the two coordinates for assessing communication styles
- a) Action and Emotion b) Agency and Resignation
 - 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 choosesb) the way he speaksc) the success of the messaged) 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) Ideationb) mediumc) feedbackd) channel
- (xviii) Assess the most appropriate response applicable for public speaking
 - a) Public speaking inspires confidence in b) Writing a journal or a dairy helps refine everyone public speaking skills
 - Page 2 of 6

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 intended or targeted.	
	receiver ideator Select the correct way of enhancing one's pres	b) communicator d) mentor sentation
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 function, education and entertainment.	
-	ideas	b) information
•	organization	d) social values
	Select the correct option: Communication hele into different areas.	
	place	b) name
•	culture Select the correct option: Communication imp	d) direction proves relations by keeping
	both in contact with each other in a work envi	ronment.
	husband-wife labour management	b) parents-children d) teacher-student
	Select the correct option: Communication is in the	•
a)	government	b) locality
	flora	d) society
(xxv)	Select the correct option: listening.	_ communication thrives on reading and
-	Oral	b) Written
-	Verbal	d) Mass
	communication is generally inte	
•	Meta Non-verbal	b) Verbal d) Formal
•	Select the correct option: Listening is hearing	•
	notification	b) power
	attention	d) function
(xxviii)	Indicate the correct option: channels.	are parts of mass communication
a)	telephone calls, email	b) Letters, Notices
	Newspapers, Internet	d) None of these
(xxix)	State the correct option suited for the blank: F to the barriers.	Physical barriers to communication refers
-	bodily	b) environmental
	normal	d) human
(xxx)	Select the correct option: com words convey a different meaning other than	-
a)	Mass	b) Meta
	Page 3	D of C

Page 3 of 6

c) Group	d) Grapevine			
(xxxi) Identify the correct option: Hearing re ears.	fers to perception of with the			
a) senses	b) smell			
c) sound	d) touch			
(xxxii) Show the correct option: Communica	tion through eyes is			
a) Paralinguistics	b) Haptics			
c) Kinesics	d) Oculesics			
(xxxiii) Identify the correct option: information in Listening.	involves changing of the codes into required			
a) Encoding	b) Nurturing			
c) Decoding	d) Hearing			
(xxxiv) Recognize the word that is best suited	I: 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			
	age in the process of communication, there is a			
possibility of interference which may	hinder the process. Such interference is known as			
	h) receiver			
a) sender c) barrier	b) receiver d) none of them			
	describes all forms of human communication			
that are not verbal.				
a) prosody	b) vocalics			
c) haptics	d) para language			
	mmunication 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 o communication.	f words may be a serious barrier to effective			
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.

b) B, C and E

c) B, C and D

d) A, B and E

- (ii) Judge which of these are gendered barriers to communication: A. All women use more emotional cues than men while communicating, and this may be a barrier. B. Some women tend to build a relationship in the workplace before approaching a task, whereas some men focus on the task at hand more than building relationships at first. C. If a woman assumes that a man she are speaking with is incapable of understanding the reality of social stereotypes or professional hazards for women, that may adversely affect their communication. D. It is true that more women are prone to using non-verbal communication than men, because it is the nature of their genders E. It is true that more women are prone to using non-verbal communication than men, but it is because men are discouraged from using too many non-verbal cues, such as showing their emotions through facial expressions or hand movements.
 - a) B, D and E b) A, D and E
- c) B, C and E
 d) A, C and D
 (iii) Choose which of these are areas impacted by a lack of ability in processing visual perception: A. Playing any ball-related sports B. Running C. Hand-eye coordination D. Gardening E. Reading
 - a) A, C and Eb) A, B and Dc) B, C and Dd) C, D and E
- (iv) Select which of these hold true for how past experiences affect communication: A. Past experiences may return like a pattern in our memories, and affect how we choose to communicate at the present moment. B. Past experiences in communication may be used as examples for the present. C. Most research done into past experiences have determined that these can vary from one person to another, and no general statements can be made about how they affect our communication. D. Certain communicatory experiences that helped us in the past will most likely help us in the future. E. Past experiences do not play a significant role in affecting our communication, except for certain moments.

a) A, D and E			b) B, C and E	
c) D, B and A			d) C, A and E	

(v) Select which of these fall under Non-Verbal Communication: A. Telepathy B. Written Communication C. Body Language D. Tone of Voice E. Silence

a) B, C and D	b) A, C and D
c) A, B and E	d) A, C and E

(vi) Select which of these are to be done in an electronic communication (E-mail)? A. Use commanding language B. Be matter-of-fact C. Make false claims, accusations or intimidate D. Begin with greetings E. End with a proper address.

a) A, C and E	b) B, C and D
c) B. D and E	d) A, B and E

(vii) Decide which of these would count as disadvantages for a direct communicator: A. Their style can help others push through a tough situation. B. They are known for their low expressiveness. C. They have difficulties in giving up control for teamwork sometimes. D. They are go-getters and people who take initiative. E. They may have difficulties in delegating tasks to others.

a) A, D and E	b) B, C and D
c) B, C and E	d) A, C and E

(viii) Decide which of these would count as disadvantages for a spirited communicator: A. Their spontaneity can become a disadvantage in certain situations in the workplace. B. They can inspire other teammates. C. They cannot motivate and inspire others. D. They look at immediate solutions and not at the bigger picture when it comes to a problem. E. They lend to live in the present moment and thus may make erroneous business decisions.

a) B, C and D

b) A, D and E

Page 5 of 6

c) C, D and E

d) A, B and C

(ix) Infer the correct way of preparing for a presentation: A. The visual aspect of the presentation is more significant than its content, and hence needs to be planned for more carefully. B. By understanding the audience in question. C. By planning visual aids to complement the content. D. By preparing a draft beforehand and practicing it. E. By planning to finish the presentation within five minutes at most, regardless of the topic, since presentations are to be made precise.

a) C, D and E	b) A, D and E
c) A, B and E	d) B, C and D

(x) Infer the correct choices for how to organize a presentation: A. The introduction should outline a brief summary of the presentation. B. The conclusion should end with "That's it" or something similar. C. The presentation should be allowed to be questioned by the audience while it is going on. D. Arguments should be supported with examples throughout. E. the conclusion should not furnish new information.

a) A, B and C	b) B, C and D
c) A, D and E	d) C, D and E
