



# BRAINWARE UNIVERSITY

Term End Examination 2022

Programme – Dip.CSE-2018/Dip.ECE-2018/Dip.EE-2018

Course Name – Communicative English I

Course Code - DENL010301

( 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 the correct response. Which of the following communication is related to the voice of conscience?
  - a) Interpersonal communication
  - b) Intrapersonal communication
  - c) Internal communication
  - d) External communication
- (ii) Identify which of these would account for gossip and rumor
  - a) Formal Communication
  - b) Horizontal Communication
  - c) Vertical Communication
  - d) Informal Communication
- (iii) Choose the correct response. The term 'formal' refers to
  - a) a style or form of writing, speaking or behaviour
  - b) A type of dress
  - c) a branch of psychology
  - d) A way of life
- (iv) Select the correct techniques for ensuring clear communication
  - a) Choose short, familiar and conversational words
  - b) Construct effective sentences and paragraphs
  - c) Achieve appropriate readability
  - d) All of the above
- (v) Choose the correct response. What is a pre-condition for interpersonal communication?
  - a) Interpersonal communication
  - b) Intrapersonal communication
  - c) Formal communication
  - d) Informal communication
- (vi) Recall the definition of Communication Barriers
  - a) Obstacles that interfere with the understanding of a message
  - b) A receiver's response to a message
  - c) Avenues through which messages are delivered
  - d) Circumstances under which communication occurs
- (vii) Select the term that describes how we choose to sit or stand with our bodies
  - a) Gestures
  - b) Postures
  - c) Paralanguage
  - d) Proxemics
- (viii) Select the appropriate term for communication between at least two people



- a) ideas  
c) organization
- b) information  
d) social values
- (xxiii) Select the correct option. Which is not a dimension of communication?
- a) Social  
c) Educational
- b) Cultural  
d) Political
- (xxiv) Select the correct option: Communication helps to spread the \_\_\_\_\_ of a region into different areas.
- a) place  
c) culture
- b) name  
d) direction
- (xxv) Select the correct option: Communication improves \_\_\_\_\_ relations by keeping both in contact with each other in a work environment.
- a) husband-wife  
c) labour management
- b) parents-children  
d) teacher-student
- (xxvi) Select the correct option: Communication is important both for an individual and for the \_\_\_\_\_.
- a) government  
c) flora
- b) locality  
d) society
- (xxvii) Select the correct option: \_\_\_\_\_ communication thrives on reading and listening.
- a) Oral  
c) Verbal
- b) Written  
d) Mass
- (xxviii) \_\_\_\_\_ communication is generally intended and purposeful.
- a) Meta  
c) Non-verbal
- b) Verbal  
d) Formal
- (xxix) Identify the correct title of the story
- a) The Night Train to Deoli  
c) The Night Train for Deoli
- b) The Night Train at Deoli  
d) The Night Train by Deoli
- (xxx) Identify the correct option: \_\_\_\_\_ communication runs freely in small well-knit units, but in an unstructured manner.
- a) Intrapersonal  
c) Verbal
- b) Formal  
d) Informal
- (xxxi) Indicate the correct option: \_\_\_\_\_ are parts of mass communication channels.
- a) telephone calls, email  
c) Newspapers, Internet
- b) Letters, Notices  
d) None of these
- (xxxii) Select which of these applies to Horizontal communication
- a) Face-to-face discussion  
c) Periodical meeting
- b) Telephonic talk  
d) All of the above
- (xxxiii) Select the correct category for gestures or gestural communication
- a) Non-Verbal Communication  
c) Oral Communication
- b) Direct Message  
d) Written Communication
- (xxxiv) Locate the correct category of which orders and directives are examples
- a) Downward Communication  
c) Diagonal Communication
- b) Upward Communication  
d) Horizontal Communication
- (xxxv) Choose the correct response. When the H.R. department asks all the employees to complete a job-satisfaction questionnaire, that flow of communication is called as-
- a) Horizontal Flow of Communication  
c) Upward Flow of Communication
- b) Cross Channel Communication  
d) Downward Flow of Communication
- (xxxvi) Recall which of these communication between an HR manager and salesman is an example of
- a) Horizontal Communication  
c) Diagonal Communication
- b) Lateral Communication  
d) Vertical Communication
- (xxxvii) Choose the correct answer. Which of the following is required for effective Interpersonal communication ?

- a) Good insight into human psychology                      b) Knowledge of science  
 c) Knowledge of engineering                                      d) Medical knowledge
- (xxxviii) Select the preferred form of listening for effective communication
- a) Relational Listening    b) Active Listening  
 c) Therapeutic Listening    d) Mere Hearing
- (xxxix) Choose the correct response. Which of the following is included in intrapersonal communication?
- a) self talk to overcome negative feelings                      b) Meeting  
 c) Writing emails    d) Report writing
- (xl) Select the main objective of communication
- a) Information and persuasion                                      b) .Skill and personality development  
 c) Control and Management                                        d) Need

**Group-B**

(Multiple Choice Type Question)

3 x 10=30

2. Choose the correct alternative from the following :

- (i) Recognize the correct features of Poor verbal expression: a) lack of conceptual skills of the speaker b) lack of clarity and ambiguity in the message c) faulty accent and pronunciation of the speaker d) non-availability of the meeting/seminar rooms, halls, etc.
- a) c,d    b) a,c,d  
 c) a,b, c    d) a,b
- (ii) Synchronous Communication is extended through which of the following technologies? Write the correct answer. A. Video Chat B. Virtual Classrooms C. Audio Conferencing D. Wikis E. E-mail
- a) A, B and C only.    b) B, C and D only  
 c) C, D and E only    d) A, D and E only
- (iii) Produce the matching entries from each list correctly: A. Mass Communication B. Intrapersonal Communication C. Group Communication. 1. For Classroom Teaching 2. For Self-Communication 3. For Mechanical message Transmission
- a) A 2, B 1, C 3    b) A 3, B 2, C 1.  
 c) A 2, B 3, C 1    d) A 1, B 3, C 2
- (iv) Write the correct response: Effective written communication depends on which of these: A. Lengthy presentation B. Editing after Writing C. Brevity in Sentences D. Effective use of words
- a) A, C and D only    b) A, B and D only  
 c) A, B and C only    d) B, C and D only
- (v) Choose the legitimate psychological barriers to communication: A. Poor information retention B. Prejudices C. Stress and Anxiety D. Body Language
- a) A, B and D only    b) A, B and D only  
 c) B, C and D only    d) A, B and C only
- (vi) Select the elements of the following which are to be included in business letters: A. Formal Words B. Polite Words C. Clear Details D. Informal Salutations E. Abbreviations
- a) B, C and E only    b) A, C and D only  
 c) A, B and C only    d) D, A and E only
- (vii) Select which kind of communication involves the process of self-talking, planning, interpreting ideas, clarifying ideas and thus overcoming negative feelings.
- a) Interpersonal    b) intrapersonal  
 c) formal    d) mass
- (viii) Select which kind of communication involves the following as a part of its communication channel: Public speaking, newspapers, magazines and journals.
- a) Internal    b) Informal  
 c) Graprvine    d) Mass

(ix) Select the correct combination. Which of the following options match with the attributes of grapevine communication? A.It serves to inform, instruct, develop, control and motivate different groups of employees and employers. B. It spreads through gossips C. This communication is not always reliable because it distorts facts. D.It may also send false alarms or raise unnecessary fears among workers creating a lot of confusion and even conflicts.

a) B,C & D

b) A,B & C

c) C,D & A

d) A,B & D

(x) Select the correct combination. What are the characteristics of cross-channel communication? A. This is the exchange of information among employees in different worker levels. B. It can flow in all direction C. This is a peer-level communication D. Some examples may be - a request to all employees for updating information regarding their work or when the H.R. department asks employees to complete a job-satisfaction questionnaire

a) A,B & C

b) A,B & D

c) A,C & D

d) B,C & D

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