

## PREVIEW QUESTION BANK

Module Name : cec24-cm04 Business Communication-ENG  
Exam Date : 18-May-2024 Batch : 09:00-12:00

Sr. No.	Client Question ID	Question Body and Alternatives	Marks	Negative Marks
Objective Question				
1	14261001	<p>Grapevine communication is associated with ----- communication.</p> <ol style="list-style-type: none"> <li>1. Formal</li> <li>2. Informal</li> <li>3. Horizontal</li> <li>4. Vertical</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
Objective Question				
2	14261002	<p>Communication hindrances are also known as -----</p> <ol style="list-style-type: none"> <li>1. Inquiry</li> <li>2. Barriers</li> <li>3. Encoding</li> <li>4. Decoding</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
Objective Question				
3	14261003	<p>Physical Barriers in communication process are related to -----</p> <ol style="list-style-type: none"> <li>1. Distance.</li> <li>2. Interpretation of words</li> <li>3. Denotations</li> <li>4. Connotations</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p>	2.0	0.00

A3 : 3

A4 : 4

Objective Question

4	14261004	<p>The communication process starts with -----</p> <ol style="list-style-type: none"> <li>1. Encoding</li> <li>2. Sender</li> <li>3. Channel</li> <li>4. Feedback</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

5	14261005	<p>The Orders and Directives come under the category of -----</p> <ol style="list-style-type: none"> <li>1. Downward communication</li> <li>2. Upward communication</li> <li>3. Diagonal communication</li> <li>4. Horizontal communication</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

6	14261006	<p>Listening has been identified as one of the "seven habits of highly effective people" by</p> <ol style="list-style-type: none"> <li>1. Lundsteen</li> <li>2. Lee Iacocca</li> <li>3. Tom Peters</li> <li>4. Stephen Covey</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p>	2.0	0.00
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A4 : 4

Objective Question

7	14261007	<p>Mental turbulence refers to -----</p> <ol style="list-style-type: none"> <li>1. Inability to understand</li> <li>2. Confusion in the mind of receiver</li> <li>3. Confusion in environment</li> <li>4. Inability to speak</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

8	14261008	<p>Listening, reading, speaking and writing are all types of -----</p> <ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Emotional barriers</li> <li>3. Evaluation techniques</li> <li>4. Non-verbal communication</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

9	14261009	<p>----- means the position in which people hold their body when they are standing or sitting.</p> <ol style="list-style-type: none"> <li>1. Gestures</li> <li>2. Postures</li> <li>3. Para language</li> <li>4. Proxemics</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p>	2.0	0.00
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		A4 : 4		
Objective Question				
10	14261010	<p>----- is the wordless form of communication which takes the form of postures, body language, facial expressions, eye contacts, breathing and tones etc.</p> <ol style="list-style-type: none"> <li>1. Verbal communication</li> <li>2. Grapevine communication</li> <li>3. Informal communication</li> <li>4. Non-Verbal communication</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
Objective Question				
11	14261011	<p>List of items to be discussed and decided in a meeting are known as --</p> <ol style="list-style-type: none"> <li>1. Resolution</li> <li>2. Minutes</li> <li>3. Invoice</li> <li>4. Agenda</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
Objective Question				
12	14261012	<p>----- focuses on skills and experience, rather than on chronological work history of any candidate who wants to apply for the job.</p> <ol style="list-style-type: none"> <li>1. Functional resume</li> <li>2. Mini resume</li> <li>3. Combination resume</li> <li>4. Chronological resume</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p>	2.0	0.00

A4 : 4

Objective Question

13	14261013	<p>Wrong decoding means ----</p> <ol style="list-style-type: none"> <li>1. Badly worded message</li> <li>2. Message sent to wrong receiver</li> <li>3. Interpreted meaning is different from intended message</li> <li>4. Message sent by wrong sender</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

14	14261014	<p>----- is not a component of attitude.</p> <ol style="list-style-type: none"> <li>1. Affective</li> <li>2. Cognitive</li> <li>3. Openness</li> <li>4. Intentional</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

15	14261015	<p>Chronemics is also known as the study of ----- language.</p> <ol style="list-style-type: none"> <li>1. Space</li> <li>2. Time</li> <li>3. Body</li> <li>4. Eye</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p>	2.0	0.00
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		A4 : 4		
Objective Question				
16	14261016	<p>Transactional analysis (TA) was developed by -----</p> <ol style="list-style-type: none"> <li>1. Elton Mayo</li> <li>2. Weber</li> <li>3. Maslow</li> <li>4. Eric Berne</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
Objective Question				
17	14261017	<p>----- communication refers to the communication between a superior and subordinate through scalar chain.</p> <ol style="list-style-type: none"> <li>1. Wheel communication</li> <li>2. Chain communication</li> <li>3. Circular communication</li> <li>4. Free flow communication</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
Objective Question				
18	14261018	<p>-----is a kind of written announcement that is distributed to a large number of people to convey any commercial or non-commercial message at minimum time, costs and efforts.</p> <ol style="list-style-type: none"> <li>1. Memo</li> <li>2. Notice</li> <li>3. Circular</li> <li>4. Publicity</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00

Objective Question

19	14261019	<p>The purpose of a ----- is to help the management identify then reasons underlying a situation.</p> <ol style="list-style-type: none"> <li>1. Report</li> <li>2. Memo</li> <li>3. Letter</li> <li>4. Circular</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

20	14261020	<p>Denotations and Connotations are ----- barriers in communication process.</p> <ol style="list-style-type: none"> <li>1. Physical barriers</li> <li>2. Semantic barriers</li> <li>3. Encoding barriers</li> <li>4. Technical barriers</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

21	14261021	<p>Cultural intelligence helps us to know cultural -----</p> <ol style="list-style-type: none"> <li>1. differences</li> <li>2. rules of behavior</li> <li>3. similarities</li> <li>4. rituals</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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## Objective Question

22	14261022	<p>Age, gender, income and region are called_____variables</p> <ol style="list-style-type: none"> <li>1. demographic</li> <li>2. geographical</li> <li>3. dimensions</li> <li>4. democratic</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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## Objective Question

23	14261023	<p>Speech needs to transform spirit to -----.</p> <ol style="list-style-type: none"> <li>1. audiences</li> <li>2. relatives</li> <li>3. friends</li> <li>4. family</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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## Objective Question

24	14261024	<p>----- can become effective through visual aids.</p> <ol style="list-style-type: none"> <li>1. Presentations</li> <li>2. Board</li> <li>3. Chalk</li> <li>4. Duster</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question				
25	14261025	<p>----- would involve media and channel analysis.</p> <ol style="list-style-type: none"> <li>1. Situation analysis</li> <li>2. Value analysis</li> <li>3. Mission analysis</li> <li>4. Organisational analysis</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00

Objective Question				
26	14261026	<p>According to ----- people stay in groups because they get something in exchange.</p> <ol style="list-style-type: none"> <li>1. Social Exchange theory</li> <li>2. Group Theory</li> <li>3. Individual space theory</li> <li>4. Linear communication theory</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00

Objective Question				
27	14261027	<p>According to Systems theory, there is interaction with external -----</p> <ol style="list-style-type: none"> <li>1. Environment</li> <li>2. Component of systems</li> <li>3. Culture of systems</li> <li>4. Individuals</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00

Objective Question				

28	14261028	<p>The ----- systems have interaction with the external environment.</p> <ol style="list-style-type: none"> <li>1. Open</li> <li>2. Closed</li> <li>3. Symbiotic</li> <li>4. Circular</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

29	14261029	<p>The ----- theory explains that people use rules, procedures and behaviors to give structure to group.</p> <ol style="list-style-type: none"> <li>1. Structuration</li> <li>2. Symbolic</li> <li>3. Semantic</li> <li>4. Symboitic</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

30	14261030	<p>The ----- is sent by receiver.</p> <ol style="list-style-type: none"> <li>1. Feedback</li> <li>2. Medium</li> <li>3. Design</li> <li>4. Understanding</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

31	14261031		2.0	0.00
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----- are strength of society to develop skills and values.

- 1. People
- 2. Preamble
- 3. Books
- 4. Agenda

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

32	14261032	<p>----- build political health of country.</p> <ul style="list-style-type: none"> <li>1. Newspapers</li> <li>2. Non-verbal symbolic communication</li> <li>3. Posters</li> <li>4. Banners</li> </ul> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

33	14261033	<p>In ----- level of listening, there is emotional connectivity established with people.</p> <ul style="list-style-type: none"> <li>1. Active</li> <li>2. Attentive</li> <li>3. Value based</li> <li>4. Passive</li> </ul> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

34	14261034		2.0	0.00
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7% of message is given by ----- aspects and 93% of messages comes to people through non-verbal aspects.

- 1. Verbal
- 2. Written
- 3. Gestures
- 4. Postures

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

35	14261035	<p>----- networks include gossip, probability, cluster or a chain type of communication.</p> <ul style="list-style-type: none"> <li>1. Informal</li> <li>2. Formal</li> <li>3. Connected</li> <li>4. Active</li> </ul> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

36	14261036	<p>The word Internet is a -----</p> <ul style="list-style-type: none"> <li>1. Verb</li> <li>2. Proposition</li> <li>3. Noun</li> <li>4. Adjective</li> </ul> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

37	14261037		2.0	0.00
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The last level of Maslow's theory of motivation is -----

- 1. Food
- 2. Safety
- 3. Self-Actualization
- 4. Self-Development

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

38 14261038

2.0 0.00

The ----- variables of human personality are interactions, commitment, motivation, loyalty, communication and leadership.

- 1. Soft
- 2. Hard
- 3. Neutral
- 4. Dynamic

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

39 14261039

2.0 0.00

----- communication is the science of right and wrong in a particular situation.

- 1. Ethical
- 2. Physical
- 3. Cultural
- 4. Social

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

40 14261040

2.0 0.00

----- regulate information in channel of communication.

- 1. Gatekeepers
- 2. Barriers
- 3. Desingers
- 4. Friends

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

41	14261041	<p>Hofsted, is the pioneer to build various dimensions of -----</p> <ul style="list-style-type: none"> <li>1. Values</li> <li>2. Culture</li> <li>3. Machines</li> <li>4. Mission</li> </ul> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

42	14261042	<p>In ----- style of communication, listener is silent with no willing participation.</p> <ul style="list-style-type: none"> <li>1. Aggressive</li> <li>2. Assertive</li> <li>3. Active</li> <li>4. Passive</li> </ul> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

43	14261043		2.0	0.00
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		<p>The psychological discomfort could be in body or mind in form of -----</p> <ol style="list-style-type: none"> <li>1. Emotional values</li> <li>2. Emotional discomfort</li> <li>3. Emotional maturity</li> <li>4. Emotional stability</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>		
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Objective Question

44	14261044	<p>The ----- capital builds confidence, optimism and faith in the society.</p> <ol style="list-style-type: none"> <li>1. Social</li> <li>2. Ecological</li> <li>3. Psychological</li> <li>4. Political</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

45	14261045	<p>The ----- theory builds the ideology of sign, user and myth.</p> <ol style="list-style-type: none"> <li>1. Structuration</li> <li>2. Dance</li> <li>3. Linear</li> <li>4. Arrow</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

46	14261046		2.0	0.00
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The ----- person would look into brighter aspect of life.

1. Optimistic
2. Pessimistic
3. Neutralist
4. Secular

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

47	14261047	<p>FDI is a way of opting businesses in ----- markets.</p> <ol style="list-style-type: none"> <li>1. Local</li> <li>2. Foreign</li> <li>3. Host</li> <li>4. Regional states of any country</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

48	14261048	<p>TNC's go into markets and sell same standardized -----.</p> <ol style="list-style-type: none"> <li>1. Products</li> <li>2. Values</li> <li>3. Ethics</li> <li>4. Patents</li> </ol> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

49	14261049		2.0	0.00
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-----is force, where national economies and business systems are becoming interlinked.

- 1. Nationalization
- 2. Globalization
- 3. Liberalization
- 4. Localization

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

50 14261050

2.0 0.00

B2B systems, businesses are connected to suppliers, stakeholders and to the other people in the -----

- 1. Import chains
- 2. Lateral chains
- 3. Value chains
- 4. Scalar chains

A1 : 1

A2 : 2

A3 : 3

A4 : 4