

Question Booklet Code

A

Question Booklet
Serial Number

**MBA I Semester (NEP) Degree Examination, June- 2023
Skill Enhancement Courses (SEC)**

MANAGEMENT

Communication Skills for Managers

Time : 1 Hour

Maximum Marks : 30

INSTRUCTIONS TO CANDIDATES

1. The Question Paper will be given in the form of a Question Booklet. There will be four/two/one versions of Question Booklets with Question Booklet Code viz. **A, B, C & D / A & B / A**.
2. The Question Booklet Serial Number is printed on the top right margin of the facing sheet. If your Question Booklet is un-numbered, please get it replaced by new Question Booklet with same Code.
3. Immediately after the commencement of the examination, the candidate should check that the Question Booklet supplied to him contains all the 30 questions in serial order. The Question Booklet does not have unprinted or torn or missing pages and if so he/she should bring it to the notice of the Invigilator and get it replaced by a complete booklet with same Code. This is most important.
4. A blank sheet of paper is attached to the Question Booklet. This may be used for Rough Work.
5. **Please read carefully all the instructions on the top of the Answer Sheet before marking your answers.**
6. Each question is provided with four choices **(A), (B), (C)** and **(D)** having one correct answer. Choose the correct answer and darken the bubble corresponding to the question number using **Black Ball-Point Pen** in the OMR Answer Sheet.
7. No candidate will be allowed to leave the examination hall till the end of the session and without handing over his/her Answer Sheet to the Invigilator.
8. Strict compliance of instructions is essential. Any malpractice or attempt to commit any kind of malpractice in the Examination will result in the disqualification of the candidate.
9. First fifteen minutes is provided to fill the general information of the Student. Eg. Student Name, Student ID, etc. in the OMR Answer Sheet.
10. Without the instruction of the Invigilator do not open the Question Paper Booklet Seal.



1. Horizontal communication takes place between _____.
(A) Subordinate To Superior
(B) Employees With Same Status
(C) Superior To Subordinate
(D) None of These

2. A business proposal from a branch manager of a company to the managing director of the company is an example of horizontal communication. (True/False)
(A) True (B) False

3. Cross-functional teams are formed to solve complex problems.
(A) True (B) False

4. _____ describes all forms of human communication that are not verbal.
(A) Prosody (B) Vocalics
(C) Haptics (D) Para language

5. _____ communication includes tone of voice body language, facial expressions etc.
(A) Nonverbal (B) Verbal
(C) Letter (D) Notice

6. Realizing the potential of the self is part of the _____.
(A) Communication development.
(B) Language development.
(C) Skill development.
(D) Personality development.

7. Which skill is the basis of good learning of the language ?
(A) Speaking skill (B) Explaining skill
(C) Reinforcement skill (D) Listening skill



8. The business house is concerned with _____ communication.
- (A) External (B) Dumb
(C) Deaf (D) Blind
9. Every sentence has two essential parts a _____ and a _____.
- (A) Clause, Predicate (B) Subject, Phrase
(C) Predicate, Subject (D) Subject, Clause
10. A resume needs conceptualization of your _____ and _____ all into one document.
- (A) Objectives, Experiences
(B) Projects, Skills
(C) Accomplishments, Experiences
(D) Skills, Aims
11. Letter, E-mail, telephone are examples of _____.
- (A) Message (B) Feedback
(C) Channel (D) Encoding
12. The problem with proof reading is that you will have to be good at _____ and _____.
- (A) Spelling, Punctuation
(B) Pronunciation, Spelling
(C) Punctuation, Pronunciation
(D) Paraphrasing, Spelling
13. 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



14. The transmission of the receiver's response to the sender is called _____.
- (A) Language (B) Speech
(C) Feedback (D) Decoding
15. The cumulative action of a team in which an individual member keeps aside his/her interests and opinions to fulfil the objectives or goal of the group is known as _____.
- (A) Team (B) Teamwork
(C) Group (D) Club
16. In which of these types of listening, does the listener feel grateful ?
- (A) Superficial listening (B) Attentive listening
(C) Appreciative listening (D) Evaluative listening
17. Most of us use _____ and _____ in addition to words when we speak.
- (A) Words and gestures
(B) Gestures and body language
(C) Body language and posture
(D) Posture and eye gazing
18. _____ communication is a dictator type communication.
- (A) Two-way (B) Three-way
(C) Four-way (D) One-way
19. _____ means looking quickly over a textbook to get a general, superficial idea of the content.
- (A) Scanning (B) Extensive reading
(C) Skimming (D) Intensive
20. _____ aims at making people work together for the common good of the organization.
- (A) Communication (B) Conversation
(C) Combination (D) Connection



21. The communication between two persons through letters is an instance of :
- (A) Intrapersonal verbal communication
 - (B) Intrapersonal nonverbal communication
 - (C) Interpersonal verbal communication
 - (D) Interpersonal nonverbal communication
22. Which of the following is not an advantage of written communication over oral communication ?
- (A) It is a permanent record.
 - (B) Provides tangible legal evidence.
 - (C) Accessible to the illiterate.
 - (D) More accurate than oral communication.
23. When a word that has a silent “e” at the end combines with an ending that starts a vowel, the final “e” is _____, for example, the surprise gives you _____.
- (A) Unchanged, Surprising
 - (B) Dropped, Surprising
 - (C) Deleted, Surprising
 - (D) Changed, Surprising
24. The study of communication through touch is _____.
- (A) Chronemics
 - (B) Haptics
 - (C) Proxemics
 - (D) Semantics
25. Normally communication is _____, where in the information or message is transferred from one person to another.
- (A) Impersonal
 - (B) Interpersonal
 - (C) Personal
 - (D) Important
26. What are the Stages of Listening ?
- (A) Receiving, understanding, evaluating and responding.
 - (B) Understanding, retention, evaluating.
 - (C) None of these
 - (D) Both



27. Identify the skills promoted by communication from the following :

- (i) Reading & listening
- (ii) Listening & helping
- (iii) Helping & speaking
- (iv) Speaking & writing

Choose the correct option :

- (A) (i) & (ii) only
- (B) (ii) & (iii) only
- (C) (i) & (iv) only
- (D) (iii) & (iv) only

28. A teacher provides a theme or a situation for the students to discuss after they have heard a story, read a passage or a news item. What is the listening known as ?

- (A) Extensive listening
- (B) Attentive listening
- (C) Intensive listening
- (D) Responsive listening

29. The _____ in the usage of words may be a serious barrier to effective communication.

- (A) Disturbance
- (B) Discrimination
- (C) Disorder
- (D) Distortion

30. _____ is sent to a specific group of people, where as _____ may be meant for the general public.

- (A) Notice, Memo
- (B) Memo, Circular
- (C) Notice, Circular
- (D) Circular, Notice

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SPACE FOR ROUGH WORK



