

Roll No.

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Paper ID: GIT004

Course Code: NGC-IT-04T
Examination (January- 2024)
Certificate/ Diploma (Semester-II)
Programme in IT Enabled Services
Basic Communication Skills

Time Allowed: 2 Hours

Max.Marks: 70

Instructions for the Students

1. The question paper shall consist of 70 Multiple Choice questions.
2. All questions are compulsory. Each question carries 1 mark.
3. There will be no negative marking.

<p>Q1. The constitutive view of communication suggests that:</p> <p>(a) communication is a powerful tool for change</p> <p>(b) we shouldn't be careful about how we communicate</p> <p>(c) communication is a neutral process</p> <p>(d) communication is not shaped by social and cultural contexts</p>	<p>Q2. Effective communication requires:</p> <p>(a) clear and concise language</p> <p>(b) active listening</p> <p>(c) empathy and understanding</p> <p>(d) all of the above</p>
<p>Q3. Language is dynamic and ever-changing. This means that:</p> <p>(a) language is always perfect and unchanging</p> <p>(b) new words and phrases are constantly being created</p> <p>(c) the meaning of words remain constant over time</p> <p>(d) all of the above</p>	<p>Q4 Which of the following is NOT a form of nonverbal communication?</p> <p>(a) Facial expressions</p> <p>(b) Body language</p> <p>(c) Tone of voice</p> <p>(d) Written language</p>

<p>Q5. Which of these is the external sounds present in the channels of communication?</p> <p>a) Noise b) Semantic problems c) Cultural barriers d) Over communication</p>	<p>Q6. _____ communication flows from a superior to subordinate?</p> <p>(a) upward (b) downward (c) diagonal (d) lateral</p>
<p>Q7. Excessive use of _____ has hindered our verbal skills and emotional intelligence.</p> <p>(a) relaxation techniques (b) Logical statements (c) electronic communications (d) open discussions</p>	<p>Q8. Which of these are ways to overcome communication barriers?</p> <p>(a) Respecting each other's differences (b) Using a translator (c) Not communicating at all (d) Both a and b</p>
<p>Q9. Which of the following is/are the most important elements of communication?</p> <p>(a) Sender (b) Receiver (c) Both of the above (d) None of these</p>	<p>Q10. Which of the following things should be kept in mind to avoid Linguistic barrier in communication?</p> <p>(a) Clear pronunciation (b) using colloquialisms (c) Maximum usage of jargons (d) All of the above</p>
<p>Q11. What is non-verbal communication</p> <p>(a) communicating with someone by using gestures (b) Getting messages across with facial expressions (c) Using your body language to convey something to someone else (d) All of the above</p>	<p>Q12. Which of these is NOT an example of a verbal communication skill</p> <p>(a) The speed of our speech (b) Eye contact (c) Language used (d) Volume of speech</p>
<p>Q13. Our dress code is an example of communication.</p> <p>(a) Verbal (b) Nonverbal (c) Written (d) Spoken</p>	<p>Q14. When there is similarity of background between the sender and the receives such as age, _____ language nationality, religion, gender then this is called __ context.</p> <p>(a) social (b) cultural (c) physical (d) dynamic</p>

<p>Q15. Listening is the ability to _____ and appropriately respond to the meaning of another person's spoken and nonverbal messages.</p> <p>(a) Understand (b) Analyze (c) Respect (d) all of these</p>	<p>Q16. Hearing is a _____ process.</p> <p>(a) Biological (b) Physiological (c) Logical (d) Psychological</p>
<p>Q17. Listening and hearing refer to:</p> <p>(a) the same thing (b) different things (c) a specific act versus a general act (d) mental and physical acts, respectively</p>	<p>Q18. Which of the following is the best definition of empathy?</p> <p>(a) feeling sorry for another (b) feeling sympathy for another (c) feeling what someone else is feeling (d) feeling that you want to help another</p>
<p>Q19. A serious listener concentrates on:</p> <p>(a) the message (b) the speaker's body language (c) other thoughts (d) the speaker's physical appearance</p>	<p>Q20. In listening, which behaviour disrupt the listening process?</p> <p>a) Looking at the door b) Shuffling papers c) Doodling d) All of the above</p>
<p>Q21. Which of these is the study and classification of speech sounds?</p> <p>(a) Gestures (b) Speech style (c) Phonetics (d) Spoof</p>	<p>Q22. Which of these is not an element of the speaking technique?</p> <p>(a) Voice quality (b) Word stress (c) Appearance (d) Correct tones</p>
<p>Q23. Which of these should be avoided for an effective speech?</p> <p>(a) Determination of the purpose (b) Selection of message (c) Lack of interest (d) Selection of theme</p>	<p>Q24. What are the types of Interview Skills?</p> <p>(a) Face to face (b) Behavioral (c) Telephonic (d) All of these</p>
<p>Q25. What do we use for presentations?</p> <p>(a) Power point (b) Word (c) Office (d) Documents</p>	<p>Q26. What features should the presentation have?</p> <p>(a) Impressive and effective (b) Inefficient (c) Incompetent (d) Ordinary</p>

<p>Q27. Which of these qualities are vital in a group discussion</p> <p>a) Emotional stability b) Hostility c) Ignorance d) Aggressiveness</p>	<p>Q28. In a group discussion, we must be</p> <p>a) Assertive b) Dominating c) Subjective d) Ignorant</p>
<p>Q29. Which of these is not a step in self analysis</p> <p>(a) Analyzing background (b) Identifying accomplishments (c) Identifying achievements (d) Complaining</p>	<p>Q30. Which of these should be avoided in an interview</p> <p>(a) Attentiveness (b) Accuracy (c) Negative attitudes (d) Clarity</p>
<p>Q31. Which of the following classification of reading skills is also called reading in detail.</p> <p>(a) Extensive reading (b) Intensive reading (c) Skimming (d) Scanning</p>	<p>Q32. Reading your favorite short stories is an example of _____ reading.</p> <p>(a) Intensive (b) Scanning (c) Extensive (d) None of the above</p>
<p>Q33. Reading that is done fastly and allows the reader to gather information quickly is called _____.</p> <p>(a) Scanning (b) Skimming (c) Both a and b (d) None of the above</p>	<p>Q34. What is the fourth step of the SQ3R active reading strategy?</p> <p>(a) Question (b) Review (c) Recite (d) Recall</p>
<p>Q35. Survey means _____.</p> <p>(a) establishment (b) stability (c) scan the text (d) review the text</p>	<p>Q36. What is K stand for the KWL method of reading comprehension?</p> <p>a) Know b) Wants to know c) Ways to know d) New knowledge</p>
<p>Q37. To gain a good vocabulary for effective communication, learners should depend upon</p> <p>a) Teachers b) Backbenchers c) Their own initiatives d) outside tutors</p>	<p>Q38. Written communication includes</p> <p>a) reports and forms b) interviews c) film d) speaking</p>

<p>Q39. Reading may be described by all the following, except:</p> <ul style="list-style-type: none"> (a) passive process (b) skill (c) an active process (d) thinking under the stimulus of the printed page 	<p>Q40. Reading for information about what is happening within your organization is called :</p> <ul style="list-style-type: none"> a) reading for pleasure b) reading for personal interest c) reading for internal information d) professional reading
<p>Q41. Reading refers to which element of the communication process?</p> <ul style="list-style-type: none"> a) encoding b) decoding c) message d) channel 	<p>Q42. Writing style can be improved through use of :</p> <ul style="list-style-type: none"> a) jargon b) slang c) simple words d) metaphors
<p>Q43. The word “memo” is a short form for :</p> <ul style="list-style-type: none"> a) memory b) memorizing c) memorandum d) members order 	<p>Q44. All the following are principles of business letter writing, except:</p> <ul style="list-style-type: none"> a) consideration b) directness c) precision d) ambiguity
<p>Q45. Which of the following is not a compulsory part of a business letter?</p> <ul style="list-style-type: none"> a) salutation b) close c) attention line d) body 	<p>Q46. Passive listening means:</p> <ul style="list-style-type: none"> a) hard work b) hearing the sound of words c) hearing the meaning of words d) processing the information
<p>Q47. refers to mental disturbances</p> <ul style="list-style-type: none"> a) coherence b) notion c) distraction d) psychological noise 	<p>Q48. The keys to write a successful resume are:</p> <ul style="list-style-type: none"> a) too long, verbose descriptions and over confident tone b) you” attitude, focus on your audience and think about prospective employer's need c) none of the above d) all of the above

<p>Q49. Reports from the subordinates to the superiors take the form of</p> <p>a) upward communication. b) downward communication. c) face-to-face communication. d) visual communication.</p>	<p>Q50. Pictures, slides, films fall under</p> <p>a) body languages. b) audio-visual communication. c) reporting. d) visual communication.</p>
<p>Q51. A circular is a form of _____</p> <p>a) oral communication. b) face-to-face communication. c) group communication. d) visual communication.</p>	<p>Q52. ----- indicates the hierarchy of topics and their sequences.</p> <p>a) appendix b) list of references c) bibliography d) table of contents</p>
<p>Q53. A memo is an example for</p> <p>a) internal communication. b) external communication. c) lateral communication. d) written communication.</p>	<p>Q54. Gestures is an example for</p> <p>a) body language. b) grammar. c) speeches. d) written.</p>
<p>Q55. The official record of the proceeding of a meeting is known as _____</p> <p>a) agenda. b) minutes. c) prospectus. d) report.</p>	<p>Q56. List of items to be discussed and decided in a meeting is called as _____</p> <p>a) resolution. b) minutes. c) invoice. d) agenda</p>
<p>Q57. An Agenda prepared in connection with _____</p> <p>a) meeting b) business tours c) exhibition. d) personal notes.</p>	<p>Q58. Speakers need to pause before and after:</p> <p>(a) Paraphrasing (b) Emphasizing (c) Translating (d) Telling ideas</p>
<p>Q59. A _____ is a bar graph that shows data in intervals.</p> <p>a) Bar-graph b) Pie-chart c) Histogram d) Line Graph</p>	<p>Q60. Reports are prepared and presented at regular and prescribed intervals.</p> <p>a) Periodic reports. b) Special reports. c) Informal reports. d) Non-periodical reports.</p>

<p>Q61. Technical accuracy of language in a letter means:</p> <ul style="list-style-type: none"> a) Active voice b) Direct narrative c) Simplicity d) Correctness of grammar, spelling, and punctuation 	<p>Q62. E-mail stands for</p> <ul style="list-style-type: none"> a) Electrical mail b) Electronic mail c) Electronic messaging service d) All of these
<p>Q63. Where is E-mail received or sent to users</p> <ul style="list-style-type: none"> a) Physical address b) E-mail Address c) Website address d) None of the above 	<p>Q64. Which of these is correct email address?</p> <ul style="list-style-type: none"> a) userName@website@com b) userName.website.com c) userName.website@com d) userName@website.com
<p>Q65. Which of these can be done using an email?</p> <ul style="list-style-type: none"> a) Share data b) Validate accounts c) Send or receive email d) All of these 	<p>Q66. Which folder contains Junk emails?</p> <ul style="list-style-type: none"> a) Inbox b) Unwanted c) Spam d) None of these
<p>Q67. What is the arrangement of data in rows and columns known as?</p> <ul style="list-style-type: none"> (A) Frequency distribution (B) Cumulative frequency distribution (C) Tabulation (D) Classification 	<p>Q68. These are words that are not considered part of the standard vocabulary of a language and that are used very informally.</p> <ul style="list-style-type: none"> A) Jargon B) Slang C) Idioms D) Euphemism
<p>Q69. The word cohere means</p> <ul style="list-style-type: none"> a) to be a free thought b) to stick to something c) to not understand d) to distort 	<p>Q70. What does BCC stand for when sending an email.</p> <ul style="list-style-type: none"> a) Blind Copy Carbon b) Blind Copy of a Copy c) Blind Carbon Copy d) Bulk Copy of a Copy