Roll No. ……..... **Total Pages: _ _**

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.

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

Q5. Which of these is the external sounds present in the channels of communication? a) Noise b) Semantic problems c) Cultural barriers d) Over communication	Q6. _____ communication flows from a superior to subordinate? (a) upward (b) downward (c) diagonal (d) lateral
Q7. Excessive use of _____ has hindered our verbal skills and emotional intelligence. (a) relaxation techniques (b) Logical statements (c) electronic communications (d) open discussions	Q8. Which of these are ways to overcome communication barriers? (a) Respecting each other's differences (b) Using a translator (c) Not communicating at all (d) Both a and b
Q9. Which of the following is/are the most important elements of communication? (a) Sender (b) Receiver (c) Both of the above (d) None of these	Q10. Which of the following things should be kept in mind to avoid Linguistic barrier in communication? (a) Clear pronunciation (b) using colloquialisms (c) Maximum usage of jargons (d) All of the above
Q11. What is non-verbal communication (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	Q12. Which of these is NOT an example of a verbal communication skill (a) The speed of our speech (b) Eye contact (c) Language used (d) Volume of speech
Q13. Our dress code is an example of communication. (a) Verbal (b) Nonverbal (c) Written (d) Spoken	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. (a) social (b) cultural (c) physical (d) dynamic

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

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

Q39. Reading may be described by all the following, except: (a) passive process (b) skill (c) an active process (d) thinking under the stimulus of the printed page	Q40. Reading for information about what is happening within your organization is called : a) reading for pleasure b) reading for personal interest c) reading for internal information d) professional reading
Q41. Reading refers to which element of the communication process? a) encoding b) decoding c) message d) channel	Q42. Writing style can be improved through use of : a) jargon b) slang c) simple words d) metaphors
Q43. The word “memo” is a short form for : a) memory b) memorizing c) memorandum d) members order	Q44. All the following are principles of business letter writing, except: a) consideration b) directness c) precision d) ambiguity
Q45. Which of the following is not a compulsory part of a business letter? a) salutation b) close c) attention line d) body	Q46. Passive listening means: a) hard work b) hearing the sound of words c) hearing the meaning of words d) processing the information
Q47. ..... refers to mental disturbances a) coherence b) notion c) distraction d) psychological noise	Q48. The keys to write a successful resume are: 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

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

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