MCM301-Communications Skills

Solved MCQS for Final terms papers

Solved by JUNAID MALIK and Team



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ALL answers are verified if found any mistake then Correct ACCORDINGLY

Question #1

How many levels communication can be divided in?

- Six
- Five
- Four
- Three

Question #2

Which one of the following statement defines environmental context of interpersonal communication?

- It concerns your reactions to the other person.
- It deals with the psycho social value are communicating
- It is who you are and what you bring to interaction
- It deals with the physical where you are communicating

Question #3

Telephone is an example or which form of communication?

- Medicated communication
- Mass communication
- Interpersonal communication
- Intrapersonal communication

Question #4

The degree to which you and others share meanings for words will depend on:

- The extent to which you share common background and experiences
- The diversity of your backgrounds
- The extent to which you share common approaches
- None of the given options

Question #5

Which one of the following is more capable of communicating nonverbally than any other part of the human body?

- One's voice
- One's posture
- One's facial area

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- One's gestures

Question #6

Which of the following is not a demographic characteristic?

- Sex
- Age
- Culture background
- Attitude

Question #7

Which of the following is the practice of altering the tone and/or pitch of voice to more clearly express or magnify meaning?

- Inflection
- Articulation
- Strength
- Character

Question #8

Which of the following is an irrational belief?

- A presentation must be perfect
- It is not possible to persuade the entire audience
- The worst is not likely to happen
- All of the given option

Question #9

A primary factor to consider when deciding on the setting for a presentation is how to create:

- A noisy environment
- The greatest degree of comfort for the audience
- Multi colored lighting arrangement
- A Hot atmosphere

Question #10

All of the following are elements of effective written communication, EXCEPT:

- Courtesy
- Correctness
- Conciseness
- Cleanliness

Question #11

While preparing for effective business writing planning stage involves all of the following EXCEPT:

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- Determine your purpose
- Consider your reader
- Determine the appropriate content
- Choose your clothes

Question #12

Which of the following method is generally preferred when presenting positive or good news information?

- Direct method
- Indirect method
- Supporting method
- Sustaining method

Question #13

Bpc is an abbreviation of which of the following?

- Blind photocopy
- Blind paper copy
- Blind person copy
- Blind pasted copy

Question #14

The courteous clause of direct request letter contains all of the following EXCEPT:

- A specific request
- Information about how you can be reached
- An expression of appreciation or goodwill
- Information about your city

Question #15

Which of the following is the most appropriate opening for an invitation to a fund raising event?

- Explain the purpose of the event
- Give details of the event
- Extend the invitation
- Reminder recipient to bring a checkbook

Question #16

With the use of which of the following we reason from specific evidence to specific evidence?

- Analogy
- Logic
- Induction
- Deduction

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Question #17

Where do cultural styles of audience in persuasion tend to differ?

- Differ in their responses to persuasive appeals
- Define the level of visible emotion
- Differ in how they regard supporting materials
- All of the given options

Question #18

Which of the following is a guideline for writing a sales letter?

- Place your client's needs first
- Listen to your clients
- Emphasize features, not benefits
- Place your client's needs first and listen to your clients

Question #19

Which of the following type of memorandum reports are written in order to give explanation for something, a change in procedure, an increase in budget, are perhaps reason for resisting any new policy?

- Progress reports
- Periodic reports
- Justification reports
- Application reports

Question #20

Which of the following is defined as a one or two page summary for your skills, experiences and education designed to capture a prospective employer's interest?

- Report
- Resume
- Application
- Letter

Question #21

All of the following are responsibilities of the interviewer to help make the interview a success, EXCEPT:

- Covering your own agenda
- Using secondary questions
- Giving detailed answers
- Correcting any misunderstandings

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Question #22

The vocabulary of informal writing is:

- Less difficult
- Tricky
- Intricate
- All of the given options

Question #23

All of the following steps are found in the planning stage of business writing, EXCEPT:

- Determine your purpose
- Consider your reader
- Consider your idea
- Proofreading

Question #24

Order letters are comprised of all the of the following distinct content components, except:

- Method of payment
- Pertinent information about the items being ordered
- Direction for shipping the merchandise
- Quality report of the items

Question #25

"Tell the audience what you did, can do, or will do, rather than what you did not do, cannot do or will not do". This technique is applied in:

- Good news letter
- Direct request letter
- Disappointing news letter
- Persuasive news letter

Question #26

The term "MEMO" stands for:

- Memories
- Memorandum
- Message
- Massive

Question #27

Which of the following is not true for emotions?

- Emotions are learned

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- Emotions are innate
- Emotions are belief systems that guide our response to feelings
- Emotions help us to enact social roles.

Question #28

Which of the following will fall in the category of social invitation letters?

- Invitation for the farewell party of a faculty member
- Invitation for delivering a lecture on Labor Day
- Letter written for the booking of a hotel room
- All of the given options

Question #29

Think of an invitation card of some wedding ceremony you have last seen. Which of the following type of information will more appropriately come under the heading of R.S.V.P?

- Muhammad Raza 0300999887
- Pearl continental hotel Lahore
- Amna weds Amir
- Sister And Cousins

Question #30

Which of the following is not among the essential parts for a letter?

- Complimentary close
- Post script
- Date
- Heading

Question #31

The presenters who wish to instruct or teach should make the use of which of the following visual aid minimal?

- Computer
- Video
- 35 mm slide
- White board

Question #32

“The information you provide will be kept strictly confidential.” The statement will be placed in which of the following sections of letter?

- Subject line
- In closing section
- In the opening section

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- In the middle section

Question #33

In writing good news letters what kind of opening should be followed?

- Fast start opening
- Slow start opening
- Could be started either way
- Action oriented opening

Question #34

Suppose some customer has ordered two dresses from your boutique through online shopping. now you have to send an email acknowledging his/her order. Which of the following sentences would you use to start your message?

- The two party wear dresses You recently ordered have been sent to you through TCS
- We appreciate having you as a new customer
- You will be interested to know that soon we are starting our separate section for ladies jewelry as well

Question #35

"It is not what you say but how you say it " In this sentence "How" indicates towards the:

- Sender of the message
- Tone of the message
- Receiver of the message
- Length of the message

Question #36

While writing a disappointing letter the tone of the message should convey all of the following, Except:

- Firmness
- Fairness
- Goodwill
- Malice

Question #37

Which of the following sentence has courteous wording?

- You did not read my recent letter
- Please refer to my June 10 letter
- Why didn't you read my letter?
- Read my new letter.

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Question #38

Which of the following is a written supplement that you can pass out to your audience to provide additional details or summary of your presentation?

- 35MM slides
- Overhead transparencies
- Flip chart
- Hand out

Question #39

Delaying in response to the letter can be severely damaging to which of the following relationships?

- Writer - reader
- Owner - customer
- Writer - distributor
- Reader – owner

Question #40

Which of the following is a drawback off using "Handout" As a supporting tool in presentation?

- Audience can prejudge the presenter of presentation
- They eliminate the need for note taking
- information is available for the comers
- provide an accurate record of the information being presented.

Question #41

All of these are the qualities of conciseness, except:

- Stick to the purpose of the message
- Delete irrelevant words and rambling sentences
- Omit information obvious of the receiver, Do not repeat at length what the person has already told you
- Avoid short introductions

Question #42

"The Dean decided" is more explicit than "A decision has been made". This statement refers to which of the following characteristic of concreteness?

- Include as much specific information as possible
- Use of active rather than passive verbs
- Use of vivid image-building words
- Use of passive verbs in particular situations

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Question #43

"An accident took place at Wahdat road ". The answer to which W out of 5 Ws of a news story is missing in this statement ?

- What
- Which
- Where
- When

Question #44

All of the following are group task roles that people have to play in Group communication or group activity. Except:

- Initiating or option seeking
- Consensus seeking
- Devil's advocate
- Encouraging

Question #45

Which of the following should be the quality of a good persuader?

- Good persuader assumes presentation as a process of give and take
- Good persuader assumes presentation as a one-shot effort
- Good persuader relies solely on the arguments.
- Good persuader assumes that presentation is not a one time event

Question #46

All of the following is the way of avoid faulty logics in persuasive writing, except:

- Avoid logical support
- Avoid attacking your opponent
- Avoid begging the question
- Avoid faulty analogies

Question #47

While listening to the lecture, you hear the sounds of birds singing outside the classroom and this distracts you from your conversation. What would you call it?

- Feedback
- Psychological noise
- Physical noise
- Physiological noise

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Question #48

In which of the following ways input from associates can be helpful in anticipating question from audience?

- They can help in guessing questions
- If they are more experienced they will be able to guide better
- If they are educated they will be able to rewrite the
- They can coordinate with the expected audience and then suggest questions

Question #49

Which of the following type of listening is used when we suspect that we may be listening to a biased source information?

- Empathetic listening
- critical listening
- Active listening
- Preferential listening

Question #50

Which of the following is the purpose of outline?

- It helps put request to the information
- It serves as a model to check your work
- It serves as a guide from which to deliver your interview
- It serves as a model to check other's work

Question #51

Which of the following includes a standardized vocabulary, with agreed upon rules of pronunciation, syntax and grammar.

- Verbiage
- Communication
- Messaging
- Language

Question #52

Asad thinks that he is very handsome and charming and can mesmenize any girl with his looks and attitude. This option of Asad about himself constitutes which of the following category of this self concept?

- Asad' Social self
- Asad' Physical Self
- Asad' Spiritual Self
- Asad' intellectual self

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53. Intrapersonal communication processes depend upon communicators all of the following qualities, EXCEPT;

(a) Frame of reference

(b) Creativity

(c)Self talk

(d)Dull approach

54. Which of the following is/are an example of interpersonal communication?

(a)Dialogues

(b)Small group of discussions

(c)All of the given options

(d)Conversations

55. What is the most common mistake that we make as communicators?

(a)To assume that the meaning we attach to a word will be the meaning everyone else attaches to the word.

(b)To assume that communications cannot solve all problems

(c)To assume that effective communication can benefits organizations

(d)To assume that effective communications skills make a significant contribution to organization cost reduction.

56. What does the communication breakdown mean ?

(a)We have been ineffective in communications.

(b)We have been effective in communications

(c)We have been helpful in communications

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(d)We physically broke communications

57.All of the following are correct about magazines except;

(a)Magazine articles tend to very shorter and more general

(b)Magazines are a type of periodical.

(c)Magazine publish retiles written for a general audience

(d)Articles in magazines usually include bibliographies

58. All of the following are the main points that are kept in mind while developing thesis, EXCEPT;

(a)Clear

(b)Logical

(c)Equal in value

(d)Ambiguity.

59. Which one of the following is not the purpose of the introduction of speech?

(a) Adapting to the audience

(b)Establishing your rapport or credibility with the audience

(c)Closing your thesis.

(d)Getting the audience attention

60. Which one of the following pattern is especially effective if the audience already knows that the problem exists?

(a) Problem/solution order

(b) Cause/effect order.

(c) Deductive order

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(d)Inductive order

61. Where does immediacy come from during a presentation ?

(a)Looking at your notes

(b)Standing

(c)Dressing with authorities

(d)Making eye contact

61. While determining the order of the topics one should review the outline, keeping all of the following questions in mind EXCEPT;

(a) Are the ideas of equal importance presented in a parallel manner

(b)Is the sequence of the topics appropriate for the development method I am using?

(c)Is the sequence of the topics likely to add clarity to my messages?

(d)Are related topics properly shuffled?

62. which of the following is the informal report used to communicate with individuals outside an organization?

(a)Letter.

(b)Memo

(c)Periodical

(d) Magazines

63. Which of the following is true about goodwill messages?

(a)Seemingly informative

(b) Presented to change attitude

(c) Presented to change behaviors

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(d) All of these

64. The suggested plans for a sale letter includes all of the following elements, EXCEPT;

(a) An opening that could detract the reader's attention.

(b) A section that captures the reader's interest in the predict or services you are selling

(c) A section designed to establish desire and conviction on the part of the reader

(d) A courteous action oriented closing.

65. Which of the following type of memorandum reports are written in order to give explanation for something a change in procedure an increase in budget, of perhaps reasons for resisting any newer policy?

(a) Progress reports

(b) Periodic reports

(c) Justification reports.

(d) Application reports

66. Which one of the following is not a fallacy about resume?

(a)The purpose of a resumes to list all your skills and abilities

(b)The more good information you present about yourself in your resume the better

(c)If you want a really good resume, have it prepared by a resume services

(d)The objective of a resume is to kindle the employer interest and generate an interview.

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67. When you receive a discourteous letter that incorrectly accuses you the wisest approach is to;

(a)Reply in a courteous manners.

(b)Be offensive

(c)Be defensive

(d)None of the given options

68. Which of the following is not suggested for an appropriate ending of the business writing (request letters)?

(a) State who is to perform the desired action if the action to performed by some someone other than the reader.

(b) Include radar to benefit material id appropriate.

(c) Avoid the inclusion of negative information in the ending

(d) Keep the ending paragraph as long as circumstances allow..

69. Which of the following are also called periodicals?

(a) Stories

(b) Articles

(c) Bibliography

(d) Serials

70. Which of the following is of primary importance in writhing disappointing news letters?

(a) Be specifics

(b) Use a fast-start opening

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(c) Provide explanatory details or information of primary and secondary importance

(d) Negative personal expressions are avoided.

71. The direct method is adopted at organizing stage of effective business writing for which of the following purposes?

(a) Presenting a general statement

(b) Presenting an evidence

(c) Communicating a negative message or bad news

(d) Conveying facts

72. Beginning and closing paragraph of the messages at the drafting state are very important due to which of the following reasons?

(a) They are likely to be carefully scrutinized by the reader

(b) They provide introductions to the topic

(c) They conclude the topic under discussion

(d) They help the reader to spend more time to decide

73. All of the following do's can be followed in preparing disappointing news messages EXCEPT;

(a) Make reader action easy, if appropriate

(b) Use sales-promotion material whenever appropriate

(c) Use company policy as the reason for justifying the refusal

(d) Offer suggestion to prevent a recurrence of the problem situation..

74. Which of the following is not the type of memorandum reports?

(a) Progress reports

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(b) Periodic reports

(c) Justifications reports

(d) Application reports

75. Memos may be used for

(a) Personnel transfer meetings or policy changes

(b) Reporting

(c) Press summary

(d) Bibliographies

76. Which of the following is not true for emotions?

(a) Emotions help us to enact social roles

(b) Emotion are learned

(c) Emotions are innate

(d) Emotions are belief systems that guide our responses to feelings.

77. Almost every customer who makes a claim is emotionally involved therefore which of the following is usually the vest approach for a refusal?

(a) Callous method

(b) Indirect method

(c) Direct approach

(d) Both direct and indirect approach

79. All of the following should be mentioned while writing a speaking invitation letter, except.

(a) Name of the group before which presentation will be made

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(b) The topic of presentations

(c) List of audience names

(d) Amount of honorarium

80. In which of following approaches we place our main idea in the opening of the letter?

(a) Direct approach

(b) Indirect approach

(c)Simple approach

(d)Liberal approach

81. Which of the following contains the back ground information and the primary request in a direct inquiry letter?

(a) The middle section

(b) The opening section

(c) The closing section

(d) Subject line

82. The information you provide will kept strictly confidential" This statement will be placed in which of the following sections of a letter?

(a) In closing section…

(b) In the opening section

(c) In the middle section

(d) Subject line

83. Which of the following section of direct and indirect inquiry letters may not very much form one another?

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(a) The opening section

(b) The closing section

(c) The explanatory section

(d) None of the given options

84. The suggestion plans for a letter in which information about a job applicant is requested includes all of the following elements, except

(a) An opening that mention the name of the person who given the readers name as a reference.

(b) A list of questions that you would like to have answered

(c) A rude and inappropriate closing

(d) A brief discussion of the common dutties of the job for which applicant has applied

85. Which of the following is a document that contains a summary of relevant job experience and education?

(a) Appointment letter

(b) Resume

(c) Resignation letter

(d) Leave application

86. The well written resume may include a persuasively arranged summary of all of the following except

(a) Name and address

(b) Information of family tree

(c) Career and education

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(d)Experience, skills and accomplishments

87. All of the following qualities are sought by employer while evaluating resume of an applicant except

(a) The person possesses strong communication skills

(b) The person has standard of excellence

(c) The person can think in term of result

(d) The person can show sign of progress

88. “We are pleased to inform you that you have been appointed as a lecturer in virtual university of Pakistan “The above mentioned statement can be best placed in;

(a) Good news letters

(b) Disappointing news letter

(c) Speaking invitation letter

(d) Direct request letters

89. One of the indispensable qualities of letter of congratulation is

(a) Sincerity Not sure

(b) Verbose languages

(c) Trite stilled phrases

(d) Exaggeration

90. Farhan went to attend a presentation on business communication but started feeling drowsy before the presentation was over. Which of the following could be a reason being his drowsiness?

(a) Proper room temperature

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(b) Exceptional speaking skills of the presenter

(c) Size of the audience

(d) Long presentation

91. Nonverbal cues can enhance one's interview performance. Which of the following will fall in the category of non verbal cues?

(a) Facial expressions

(b) Eye contact

(c) Body languages

(d) All of the given options

92. Which of the following sentences has courteous wording?

(a) You did not read my recent letter

(b) Please refer to my June 10 letter

(c) Why did not you read my letter

(d) Read my new letter

93. Which of the following is a good replacement of word 'spokesman' to avoid gender bias in writing?

(a) Spokesperson

(b) Narrator

(c) Presenter

(d) Spokeswoman

94. Which of the given statements shows racial bias?

(a) "His black assistant speaks more clearly than he does"

(b) "His assistant speaks more clearly than he does"

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(c) “His assistant speaks more clearly than everyone in the organization”

(d) “His assistant manager speaks more clearly than he does”

95. Which of the following is the most inexpensive visual aid for a presentation?

(a)Computer

(b)Video

(c)Flip chart

35 m slides

96. The jeep is in the garage that he broken”, The given sentence lacks which of the following quality of effective written communication?

(a) Coherence

(b) Unity

(c) Emphasis

(d) Correctness

97. In order to achieve conciseness in writing , short names are used after using the full names. What would be the subtitle short name for “business communication center” out of following options?

(a) Communication center

(b) Business center

(c) Business communication check

(d) Communication in business

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98. If someone is striving for completeness in writing, all the following guidelines should be kept in mind, except

(a) Provide all necessary information

(b) Answer all questions asked

(c) Give something extra, when desirable

(d) Give answer of only relevant questions

99. All of the following are the characteristics of an authoritarian leader except

(a) Policy decisions are taken by the leader

(b) Considerable status difference exists between leaders and members

(c) Leader and members functions as peers

(d) Constant direction is considered necessary by the leader for goal achievement

100. Which of the following voice qualities can distract audience members? Check it

(a) Vocal emphasis

(b) Pleasant voice quality

(c) Variation in speed

(d) Monotone delivery

101. Which type of communication it would be when subordinates updates their superiors by telling them about problems in the workplace

(a) Upward

(b) Horizontal

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(c) Downward

(d)Lateral

102. Which of the following type of listening is used when we suspect that we may be listening to a biased source of information

(a) Empathic listening

(b) Critical listening

(c) Active listening

(d) Preferential listening

103. The two basic category of symbols in any spoken languages are

(a) Verbal and nonverbal

(b)Spoken and unspoken

(c) Loud and soft

(d) Natural and synthetic

104. Which of the following channel of communication is used when we wish to have full control over receiver's concentrations?

(a)Person to person

(b)Telephone

(c) E-mail

(d)Instant message

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105.Type of media used to direct information upward are:

a. Reports, interoffice memos and supervisor subordinate confidence
b. Letters, newspapers and radio
c. Newspapers, books and interoffice memos
d. TV, radio and wall chalking

106.Which of the following statement about communication is correct :

a. The meaning we associated with a word will be shared by those with whom we communicate
b. Effective communication skills make a significant contribution to organization cost reduction
c. Meanings cannot be subjective
d. All of the given option

107. What does communication breakdown mean?

a. We have been ineffective in communication
b. We have been effective in communication
c. We have been helpful in communication
d. We physically broke communication

108. In USA maintaining eye contact while taking with elders show confidence in Pakistan it shows disrespect. What does this example dispect?

a. The interpretation of body language is same worldwide
b. The interpretation of body language is global
c. The interpretation of body language is universal
d. The interpretation of body language is not universl

109. If our stock of words is poor, forcing us to fumble and bumble as we attempt to express our ideas, our ability to communicate will be limited .what type of communication barrier it would be?

a. Over – communication
b. Lack of interest
c. Inadequate vocabulary
d. Poor listening

110. Words that have more than one meaning are called

a. Jargon
b. Equivocal terms
c. Trigger words
d. Biased language

111.Which of the following is not a way to get electronic periodical indexes?

A .CD-Rom
b. World Wide Web
c. Online System
d.Journals

112. When a quotation is quite log for the introduction of speech, it is suggested that the presenter way ?

a. Use it as it is at the beginning of the presentation
b. Use it as it is at the conclusion of the presentation
c. Paraphrase the quotation to avoid confusion and /or boredom
d.Decide not to take advantage of the quotation

113. Which of the following is the skill of speaking in distinct Syllables?

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a. Articulation
b. Fillers
c. Inflection
D. monotone delivery

114. Interpersonal communication process depend upon communicators all of the following Except:

a. Frame of reference
b. Creativity
c. Self-talk
d. Dull approach

Question:115

Intrapersonal communication processes depend upon communicators'

Options:

a. Frame of reference
b. Creativity
c. Self-talk
d. All of the above.

Question: 116

If a person is communicating with his friend on telephone then it will be:

Options:

a. Intrapersonal communication
b. Mass communication
c. Mass communication
d. None of the above

Question: 117

Which one of the following statement is correct about communication?

Options:

a. Communication can solve all problems.
b. Communication skills are not learnt.
c. Communication is dynamic, not static.
d. Communication is just an information transfer.

Question: 118

which one of the following is not a part of electronic media?

Options:

a. Radio
b. Television
c. Film
d. Brochure

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Question: 118

downward communication flows from people at higher levels to those at lower levels in an organization. Primary function of downward communication is to provide:

Options:

a. Organizational policies and procedures
b. Feedback about employees' performance
c. Organizational goals and objectives
d. All of the above.

Question: 119

which one of the following is a mass medium of communication?

Options:

a. Television
b. Radio
c. Newspaper
d. All of the above

Question: 120

The five steps involved in a communication process appear in a specific order. Which one of the following is the right order?

a. IdeaàChannelàEncodingàDecodingàFeedback
b. Idea EncodingàChannelàDecodingàFeedback
c. ChannelàIdeaàEncodingàFeedbackàdecoding
d. IdeaDecodingàChannelàEncodingàfeedback

Question: 121

probing in a communication process is:

a. An attempt to gain additional information
b. Making judgments
c. An attempt to explain what the sender meant
d. None of the above

Question: 122

Self Talk is also called as:

a. Mediated communication
b. Interpersonal communication
c. Imagined communication
d. Person-Group communication

Question: 123

Creating and holding a mental image of the person with whom you are conversing by telephone will:

a. Give the impression the other person is important.
b. Help you keep the conversation focused on the other person.
c. Make your voice sound professional.
d. Minimize the potential for in-person interruptions.

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Question: 124

The person who attaches meaning to a message is called:

a. Sender
b. Encoding
c. Transmitter
d. Receiver

Question: 125

The eye is capable of processing 500-million bits of information per second, however the brain can only compute about _____ bits of information per second.

a. 400
b. 500
c. 600
d. 650

Question: 126

_____ is an automatic psychological process of receiving aural stimuli. **Options:**

a. Listening
b. Hearing
c. Speaking
d. None of these

Question: 127

some misconceptions about communication are

a. Communication solves all problems
b. Communication physically breaks down
c. The meaning we attach to a word will be the meaning everyone else attaches to
d. All of the given options

Question: 128

specialized vocabulary is known as:

a. Equivocal terms
b. Jargon
c. Trigger words
d. Biased language

Question: 129

A thesis statement is a _____ in sentence form

a. Declarative statement
b. Direct statement
c. Indirect statement
d. Straight statement

Question: 130

_____ is a sentence that does not express the feeling, conditions, opinions and attitude.

a. Thesis statement.
b. Indirect statement
c. Direct statement

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d. Straight statement

Question: 131

A _____ is a strong statement designed to evoke a powerful emotional response.

a. Startling statement
b. Indirect statement.
c. Direct statement
d. Straight statement

Question: 132

All of the following are the tools for getting audience attention, except:

a. Startling statement
b. Stories
c. Rhetorical questions
d. Conclusion

Question: 133

Deductive and inductive are the types of _____ order.

a. Spatial
b. Chronological
c. Topical
d. Logical

Question: 134

In which speech, speaker does not have time to analyze the audience

a. Manuscript
b. Memorized
c. Impromptu
d. Extemporaneous

Question: 135

If your objective is to train a new computer consultant, what will be your general goal or general purpose

a. To inform
b. To persuade
c. To teach
d. To entertain

Question: 136

which of the following statement explains mediated communication?

a. Mediated communication occurs when two (or a few) people use loud speaker to
b. Mediated communication occurs when two (or a few) people use some
c. Mediated communication occurs when people try to communicate at mass level.
d. Mediated communication occurs when a group of people uses email to send a

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Question: 137

when superiors provide directions to their subordinates regarding what to do, this is known as a type of _____ communication.

a. Upward
b. Horizontal
c. Downward
d. Lateral

Question: 138

after listening to Ayesha's long speech, Beenish told her what she understood from her long talk. Which form of listening it is?

a. Empathic listening
b. Critical listening
c. Active listening
d. Preferential listening

Question: 139

when working to create and maintain a favorable relationship with a receiver, a sender should:

a. Do just what the receiver expects.
b. Impress the receiver by using technical terms.
c. Stress mutual interests and benefits.
d. Use positive wording.

Question: 140

If a manager asks his assistant to compile a report on the overall performance of the department, which forms of communication it, will be?

a. Upward communication
b. Intrapersonal communication
c. Downward communication
d. Lateral communication

Question: 141

drafting stage starts after

a. Planning
b. Organizing
c. Both 1and 2
d. None

Question: 142

which is NOT true for creating effective opening paragraph?

a. Keep the beginning paragraph fairly short.
b. Use a you-viewpoint in the opening
c. Make sure the beginning is appropriate for the reader
d. Don't consider your reader

Question: 143

Ending paragraph provides you the opportunity to

a. Concentrate on the action you desire the reader to

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b. Show courtesy towards the reader.
c. Both 1 and 2
d. None of above

Question: 144

Ending paragraph provides you the opportunity to

a. Concentrate on the action you desire the reader to
b. Show courtesy towards the reader.
c. Both 1 and 2
d. None of above

Question: 145

Audience information i.e. age, gender, education, occupation and socioeconomic status falls into the category:

a. Demographic factors
b. Psychographic factors
c. Geographic factors
d. All of the given options

Question: 146

generally there are _____ kinds of newspaper indexes

Options:

a. Three
b. Four
c. Five
d. None of the given options.

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