

Sr No	Questions	Option1	Option2	Option3	Option4	Correct_ans
1	_____ requires conscious involvement of the listener.	Listening	Looking	Speaking	Talking	Listening
2	_____ is the complimentary greeting with which the writer begins the letter.	inside address	head address	salutation	complimentary close	salutation
3	_____ transmits messages via computers connected on network.	computers	e-mail	internet	software	e-mail
4	_____ comes first in the American style of writing the dateline.	Month	date	year	time	Month
5	Communication between people and the _____ is the core element of a good reputation.	society	company	educational institutions	religious institutions	company
6	Grapevine communication refers to _____ communication	horizontal	vertical	formal	informal	informal
7	Hearing is a/an _____ act.	involuntary	voluntary	conscious	wilful	involuntary
8	In _____ listening, the listener is not motivated to listen to the speaker.	Effective	Ineffective	Focused	Empathetic	Ineffective
9	In order to avoid _____ barrier, the listener should be sensitive to take into account the values of the speaker while interpreting an oral message.	cultural	psychological	linguistic	physical	cultural
10	July 6th 2011 is _____ style of writing the date.	British style	American style	Indian style	European style	American style
11	Message arises in the minds of _____	sender	receiver	listner	community	sender
12	Physical Barriers to communication are _____	time and distance.	interpretation of words.	denotations.	connotations.	time and distance.
13	Signs and _____ were used when language did not exist.	telephone	telegram	symbols	letters	symbols
14	Supressing the bad news and only providing the good news is known as _____.	polarisation	allness	honesty	filtering	filtering
15	the fastest means of communication is _____	vertical	horizontal	diagonal	grapevine	grapevine
16	The latin word _____ means to make common	communicus	transcare	telecare	communicare	communicare
17	The most crucial part of the _____ process is thinking or converting to _____ what one hears.	reading, understanding	speaking, meaning	hearing, interpreting	listening, meaning	listening, meaning
18	The salutation and _____ correspond with each other.	head address	inside address	paragraph	complimentary close	complimentar y close
19	Type of listening in which we learn to discern the difference in sounds.	Discriminative listening	Biased listening	Evaluative listening	Appreciative listening	Discriminative listening

20	Unclarified assumptions in a communication can lead to _____ and _____.	premature evaluation, poor listening	lack of planning, physical barriers	information overload, selective perception	confusion, misunderstanding	confusion, misunderstanding
21	Use of very difficult jargons brings about _____ barrier to listening.	cultural	psychological	linguistic	physical	linguistic
22	Viewing people and events in absolute terms is known as _____.	allness	polarisation	jargon	misrepresentation	polarisation
23	Visual communication uses _____ to communicate message	pictures	language	signs	words	signs
24	Which of these occur because of difference in language?	Physical barriers	Linguistic barriers	Cultural barriers	Speech decoding	Linguistic barriers
25	You cannot _____ properly when you are emotionally upset.	hear	listen	speak	see	listen