**UG 1**

**End-Semester Examination**

**Paper – AECC 1 Time: 2 Hours**

**(Group A)**

**Multiple Choice Questions 2x40=40**

**Q1. Communication is nonstop ……………...**

1. **Paper (b) Process**
2. **Programme (d) Plan**

**Ans. (b)**

**Q2. Communication is part of …………. skill**

**(a) Soft (b) Hard**

**(c) Rough (d) None of the above**

**Ans. (a)**

**Q3. What refers to all these factors that disrupt the communication?**

1. **None sense (b) Noise**
2. **Nowhere (d) Nobody**

**Ans. (b)**

**Q4. Communication strengthens ………. & ……….. relationship in an organisation.**

1. **Employer - Father (b) Employer - Employee**
2. **Mother - Employer (d) Mother – Child**

**Ans. (b)**

**Q5. ……………... communication includes tone of voice, body language, facial expression etc.**

1. **Non Verbal (b) Letter**
2. **Verbal (d) Notice**

**Ans. (c)**

**Q6. Understanding ………….. different parts of speech forms the base of learning grammar.**

1. **Five (b) Six**
2. **Seven (d) Eight**

**Ans. (d)**

**Q7. A …………… is defined as name of person place animal or thing.**

1. **Noun (b) Pronoun**
2. **Adjective (d) Verb**

**Ans. (a)**

**Q8. The person who transmits the message is called ………….**

1. **Sender (b) Giver**
2. **Taker (d) Receiver**

**Ans. (d)**

**Q9. Proper Noun should begin with …………. letters.**

1. **Capital (b) Running**
2. **Small (d) Numerical**

**Ans. (a)**

**Q10. The information which is transformed to the receiver has to be interpreted. What is this process called?**

1. **Encoding (b) Decoding**
2. **Opening (d) Closing**

**Ans. (b)**

**Q11. The message may be misinterpreted because of ………….**

1. **Barriers (b) Distortions**
2. **Distractions (d) Closing**

**Ans. (a)**

**Q12. In oral communication there is possibility of immediate ………….**

1. **Reflection (b) Resolution**
2. **Response (d) Reset**

**Ans. (b)**

**Q13. In Oral communication speaker can observe the listener’s ……….**

1. **Reaction (b) Response**
2. **both (a) & (b) (d) Rejection**

**Ans. (a)**

**Q14. A ……………… customer not only returns to your organization for a second time but also tells about his satisfaction.**

1. **Unsatisfied (b) Dishonest**
2. **Satisfied (d) Patient**

**Ans. (c)**

**Q15. …………. refers to time and action.**

1. **Verb (b) Tense**
2. **Intransitive (d) Main Verb**

**Ans. (b)**

**Q16. Reading is a process of …………..**

1. **Encoding (b) Listening**
2. **Decoding (d) Talking**

**Ans. (c)**

**Q17. What type of reading we do daily?**

1. **Loud (b) Extensive**
2. **Intensive (d) Silent**

**Ans. (d)**

**Q18. While talking to friends you do not pay attention to the skills of ………….. Communication.**

1. **Written (b) Audio**
2. **Visual (d) Oral**

**Ans. (d)**

**Q19. ………………… is a process of exchanging thoughts, knowledge and information such that the purpose or intention is fulfilled in the best possible manner.**

1. **Bad Communication (b) Effective Communication**
2. **Miscommunication (d) None of these**

**Ans. (b)**

**Q20. For Effective communication the message which the sender wants to convey must be simple.**

1. **True (b) False**
2. **Might be true or false (d) None of the above**

**Ans. (a)**

**Group B**

**Short Answer type questions (answer any four) 5x4 = 20**

**Q21. Write a short note on “Effective Communication”.**

**Q22. Write a note on reasons of miscommunication.**

**Q23. What is a Monologue?**

**Q24. Describe Intra Personal and Inter Personal group Communication.**

**Q25. Define Verbal and Non-Verbal Communication.**

**Q26. What do you mean by Group Discussion? Why Group Discussion is important?**

**Group C**

**Long answer type questions. (Answer any two) 20x2=40**

**Q27. Write a short note on types of Communication.**

**Q28. What are different communication barrier in business? Explain**

**Q29. What do you mean by Group Communication? What are its advantages? Explain in detail.**

**Q30. Explain various modes of Communication.**