MCQ’S ON BUSINESS COMMUNICATION

1) The word ‘communication’ derived from -----------------.
   a) Latin word
   b) French word
   c) German word
   d) Greek word

2) The word ‘communication’ is derived from the following Latin word--------.
   a) Communis
   b) Communicate
   c) communicational
   d) communize

3) The word ‘communication’ derived from the Latin word ‘Communis’ means -----------------.
   a) Common
   b) Community
   c) To Hear
   d) To Understand

4) Which of the following element is not contain in communication process------
   a) Sender
   b) Decoding
   c) feedback
   d) barcoding

5) In -----------types of communication, a colleagues or same positions people communicate with each other.
   a) Horizontal
   b) Vertical
   c) Diagonal
   d) Upward
6) Communication is the type of informal communication.
   a) official
   b) upward
   c) Grapevine
   d) Group discussion

7) In a group of people exchange their ideas and facts with others.
   a) Oral presentation
   b) PPT presentation
   c) Group Discussion
   d) Debate

8) is Element of Non-verbal communication.
   a) words
   b) speech
   c) sentences
   d) Facial Expression

9) is the process of conversion of subject matter into symbols.
   a) Decoding
   b) Encoding
   c) Feedback
   d) Communication

10) is the process of translation of message into understandable language.
    a) Decoding
    b) Encoding
    c) Feedback
    d) Communication

11) The communication process is complete only when the receiver send.
    a) Positive Feedback
    b) Negative feedback
c) Either Positive or Negative Feedback

d) None of the above

12) ------- is not the type of barriers in process of Business communication.
   a) Physical Barrier
   b) Psychological Barrier
   c) Emotional Barrier
   d) international Barrier

13) Blindness is the type of--------- barriers in process of Business communication.
   a) Physical Barrier
   b) Psychological Barrier
   c) Emotional Barrier
   d) international Barrier

14) Fear is the type of--------- barriers in process of Business communication.
   a) Physical Barrier
   b) Technical Barrier
   c) Emotional Barrier
   d) international Barrier

15) Dressing Styles is the type of-------- barriers in process of Business communication.
   a) Physical Barrier
   b) Psychological Barrier
   c) Emotional Barrier
   d) Cultural Barrier

16) Attraction and respect is the type of-------- barriers in process of Business communication.
   a) Physical Barrier
   b) Psychological Barrier
   c) Emotional Barrier
d) international Barrier

17) ------is a set of skill that influence how will people interact with each other.
   a) Barrier
   b) Knowledge
   c) Emotions
   d) Soft-skill

18) Confidence, pleasant personality, eye contact is include in------.
   a) Physical Features
   b) Psychological Barrier
   c) Grooming Manners
   d) Presentation skill

19) In --------------types of communication, we can use body language, silence, and para language.
   a) Verbal communication
   b) Non-verbal communication
   c) Grapevine
   d) Written Communication

20) -----------means arrangement of connected computers to exchange the information for the purpose of business communication.
   a) Website
   b) Internet
   c) Google
   d) WWW

21) ----------- is a system of Electronic fund transfer from one bank A/c to another bank A/c.
   a) IMPS
   b) ECS
   c) TEFT
   d) None of the above
22) -------- is Video sharing website of Google that allowed users to upload the videos.
   a) YouTube
   b) Twitter
   c) Google
   d) Whatsapp

23) -----from the following is not an essential quality of a Good Business Letter.
   a) Candid
   b) Clarity
   c) Completeness
   d) Attractiveness

24) -----------letter is used to announce the important information to large number of people.
   a) Notice
   b) Circular letter
   c) Memo
   d) Enquiry letter

25) ---------------skill is important to complete the communication effectively.
   a) listening
   b) truthness
   c) attractiveness
   d) interview

Answer: - 1) a  6) c  11) c  16) b  21) b
        2) a  7) c  12) d  17) d  22) a
        3) a  8) d  13) a  18) c  23) d
        4) d  9) b  14) c  19) b  24) b
        5) a  10) a  15) d  20) b  25) a