

**The Bodwad Sarvajanik Co-Op Education Society Ltd. Bodwad**  
**Arts, Commerce and Science College Bodwad**

**Class :- S.Y.B.Sc ( English )**

**Sem :- IV**

**Subject :- English**

**Paper Name :- Communicative English**

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**1. Which of these is the external sounds present in the channels of communication?**

- a) Noise**
- b) Semantic problems
- c) Cultural barriers
- d) Over communication

**2. Which of these should not be avoided for effective communication?**

- a) Noise
- b) Planning**
- c) Semantic problems
- d) Wrong assumptions

**3. \_\_\_\_\_ are problems arising from expression.**

- a) Cultural barriers
- b) Semantic problems**
- c) Wrong assumptions
- d) Selecting perception

**4. Both encoding and decoding of message are influenced by our emotions.**

- a) True**

b) False

5. In which of these problems, is the actual message lost in the abundance of transmitted information?

a) Selecting perception

**b) Over communication**

c) Under communication

d) Filtering

6. Communication should serve as a conflict- reduction exercise.

a) **True**

b) False

7. \_\_\_\_\_ means to impart understanding of the message.

a) Encoding

b) Receiver

c) **Decoding**

d) Feedback

8. When is the communication process complete?

a) When the sender transmits the message

b) When the message enters the channel

c) When the message leaves the channel

d) **When the receiver understands the message.**

9. \_\_\_\_\_ is the first enemy of communication.

a) **Noise**

b) Clarity

c) Politeness

d) Completeness

10. Which of these must be avoided for effective communication?

- a) Sharing of activity
- b) Listening
- c) **Ambiguity**
- d) Politeness

11. Which of these is not a commandment of effective communication?

- a) Clarity in language
- b) **Listen poorly**
- c) Home communication skills
- d) Adequate medium

12. On the basis of mutual participation, communication is of how many types?

- a) **Two**
- b) Three
- c) Four
- d) Five

13. On the basis of nature, communicating can be of two types.

- a) True
- b) **False**

14. In an organization, which of these is not a type of communication?

- a) Downward
- b) Upward
- c) **Curve**
- d) Horizontal

15. One-way communication is the most democratic way of communication.

- a) True
- b) **False**

16. \_\_\_\_\_ communication is a dictator type communication.

- a) Two-way
- b) Three- way
- c) Four- way
- d) **One- way**

17. Any business house is concerned with \_\_\_\_\_ communication.

- a) **external**
- b) dumb
- c) deaf
- d) blind

18. \_\_\_\_\_ communication flows from a superior to a subordinate.

- a) Upward
- b) **Downward**
- c) Diagonal
- d) Lateral

19. Which of these is not a limitations of downward communication?

- a) Under communication
- b) Over communication
- c) **Car communication**
- d) Distortion

20. Which of these moves from the grass root level?

- a) Downward communication
- b) Diagonal communication
- c) **Upward communication**
- d) Lateral communication

21. Which of these is the most frequently used channel of communication?

- a) Horizontal communication
- b) Diagonal communication
- c) Downward communication
- d) **Upward communication**

22. Which of these is a type of informal communication?

- a) Reports
- b) Orders
- c) Instructions
- d) **Grapevine**

23. Rumors spreading in any organization follow the grapevine.

- a) **True**
- b) False

24. Which of these is not a type of grapevine?

- a) Gossip
- b) Probability
- c) **Rope**
- d) Cluster

25. Which of these is not a type of grapevine?

- a) **Double strand**
- b) Single strand
- c) Gossip
- d) Cluster

26. Which of these involves the passing of information through a long line of people?

- a) Cluster
- b) **Single strand**
- c) Gossip
- d) Probability

27. Which of these grapevine chains is random?

- a) Single strand
- b) Cluster
- c) **Probability**
- d) Gossip

28. Which of these is the most common type of grapevine?

- a) Gossip chain
- b) Single strand chain
- c) Probability chain
- d) **Cluster chain**

**29. The grapevine provides feedback to the management.**

- a) **True**
- b) False

30. Which of these is not a limitation of grapevine?

a) Distortion

**b) Slow process**

c) Incomplete information

d) Damaging swiftness

31. Which of these is not a type of effective listening?

a) Discriminative listening

b) Evaluative listening

**c) Irritated listening**

d) Appreciative listening

32. Which of these should be avoided for effective listening?

a) Patience

b) Politeness

**c) Talking**

d) Attentiveness

33. Public speaking is addressing a gathering.

a) **True**

b) False

34. Public speaking is only verbal activity.

a) True

**b) False**

35. 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

36. Which of these factors is not required to determine the purpose of speech?

a) Providing information

b) **Discouragement**

c) Accepting ideas

d) Entertainment

37. Which of these ingredients is not required for selection of theme?

a) Planning

b) **Disorganisation**

c) Preparation

d) Organisation

38. Which of these should be avoided for an effective speech?

a) Planning of speech

b) Preparation of speech

c) **Long sentences**

d) Organisation

39. Which of these should be avoided during the delivery of a speech?

a) Confidence

b) Clarity

c) Pauses

d) **Rudeness**

40. Which of these is not a type of public speech?

a) Short speech



- b) Informal speech
- c) **Written speech**
- d) Professional speech

41. What is the maximum time for a short speech?

- a) **Ten minutes**
- b) Thirty minutes
- c) Forty- five minutes
- d) One hour

42. Which of these does not come under short speech?

- a) Introducing dignitaries
- b) **Presenting reports**
- c) Giving a briefing
- d) Presenting an award

43. Which of these is not a type of means of speech delivery?

- a) Reading
- b) Memorization
- c) **Scolding**
- d) Impromptu

44. We write more than we speak.

- a) True
- b) **False**

45. Speaking is a combination of verbal and non-verbal means.

- a) **True**
- b) False

46. Which of these is not an ingredient of the speech process?

- a) Message
- b) Audience
- c) Feedback

**d) Reading comprehension**

47. Which of these should be avoided in the message of a speech?

- a) Clarity
- b) Confusion**
- c) Voice Modulation
- d) Politeness

48. Which of these is the most important element of the speech process?

- a) Message
- b) Audience**
- c) Feedback
- d) Speech style

49. Which of these factors need not be considered while preparing speech for the audience?

- a) Number of people
- b) Age of audience
- c) Appearance of audience**
- d) Nature of purpose

50. Which of these factors distinguish one speaker from the other speakers?

- a) Audience
- b) Message
- c) Speech style**

d) Feedback

51. Which of these is used as a basis for improvement?

a) Speech style

b) **Feedback**

c) Oral skills

d) Conversation skills

52. Which of these factors is not used for feedback by an audience that is listening to a speech?

a) Pronunciation

b) Content

c) **Hairstyle**

d) Speech delivery

53. Which of these factors do not make the oral discourse effective?

a) **Dullness**

b) Fluency

c) Self expression

d) Phonetics

54. Which of these should be avoided while speaking?

a) Fluency

b) **Jargon**

c) Clear voice

d) Abstract words

55. Body language can make or break a speech.

a) **True**

b) False

56. Which of these is the study and classification of speech sounds?

- a) Gestures
- b) Speech style
- c) **Phonetics**
- d) Spoof

57. Which of these is not an element of the speaking technique?

- a) Voice quality
- b) Word stress
- c) **Appearance**
- d) Correct tones

58. Which of these means giving emphasis to a syllable?

- a) Voice quality
- b) **Word stress**
- c) Tone
- d) Message

59. Which of these factors is not involved in the determination of correct tone?

- a) Pitch
- b) **Dressing style**
- c) Quality
- d) Strength

60. Which of these is not a type of tone?

- a) Urgent tone

- b) Serious tone
- c) Restrained tone
- d) **Jumping tone**

61. Which of these tones represent thoughtfulness?

- a) **Serious tone**
- b) Urgent tone
- c) Happy tone
- d) Outraged tone

62. Which of these tones is an unemotional tone?

- a) Happy tone
- b) Outraged tone
- c) **Restrained tone**
- d) Humorous tone

63. \_\_\_\_\_ tone is used when speaker wants to bring about a good impression of her life.

- a) Outraged
- b) **Reflective**
- c) Restrained
- d) Urgent

64. Which of these tones is used to express contentment?

- a) Serious tone
- b) **Happy tone**
- c) Outraged tone
- d) Urgent tone

65. Formal speaking has casual approach to something.

- a) True
- b) **False**

66. Listening means to respond to advice or request.

- a) **True**
- b) False

67. Which of these is not a step in the listening process?

- a) To stop talking
- b) Receiving
- c) **Misinterpreting**
- d) Responding

68. Which of these is the first step in the listening process?

- a) **Stop talking**
- b) Receiving
- c) Interpreting
- d) Responding

69. Which of these is the third step in the listening process?

- a) Stop talking
- b) **Interpreting**
- c) Responding
- d) Receiving

70. \_\_\_\_\_ is the last step of the listening process.

- a) Receiving
- b) Interpreting

c) **Responding**

d) Stop talking

71. Hearing means perceiving with ears.

a) **True**

b) False

72. Which of these is not a type of listening?

a) Appreciative listening

b) Superficial listening

c) Focused listening

d) **Musical listening**

73. Which of these types of listening lacks depth?

a) Appreciative listening

b) **Superficial listening**

c) Focused listening

d) Evaluative listening

74. In which of these types of listening, does the listener feel grateful?

a) Superficial listening

b) Attentive listening

c) **Appreciative listening**

d) Evaluative listening

75. Which of these types of listening is followed by skilled listeners?

a) Focused listening

b) **Evaluative listening**

- c) Attentive listening
- d) Empathetic listening

76. In which of these, the listener puts himself in place of the speaker?

- a) Focused listening
- b) Evaluative listening
- c) Attentive listening
- d) **Empathetic listening**

77. A successful manager should be a trained listener.

- a) **True**
- b) False

78. Which of these should be avoided for effective listening?

- a) Pre-listening analysis
- b) Listening to structured talks
- c) Team listening
- d) **Predicting**

79. In which of these does the listener pick up special features of the speech?

- a) **Listening in conversational interaction**
- b) Listening to structured talks
- c) Predicting
- d) Team listening

80. A well organised talk is a \_\_\_\_\_ talk.

- a) short
- b) long
- c) random



d) **structured**

81. Which of these should be avoided in pre-listening analysis?

a) Mental discipline

b) Concentration

c) **Prejudices**

d) Patience

82. Predicting is the technique to forecast what the speaker will say.

a) **True**

b) False

83. In which of these, should the listener be able to make connections between different segments of the speech?

a) Listening to structured talks

b) **Links between parts of the speech**

c) Team listening

d) Predicting

84. Which of these is based of effective listening?

a) **Note taking**

b) Notice writing

c) Letter writing

d) Predicting

85. Which of these should be avoided while note taking?

a) Concentration

b) **Evaluation**

c) Listening

d) Using phrases

86. Which of these is not a type of text for reading?

a) Reference material

b) **Chats**

c) Scientific text

d) Technical text

87. Which of these is not a deterrent to the listening process?

a) Lack of interest

b) Ego

c) **Confidence**

d) Fear

89. Which of these is not a barrier to listening?

a) Physical barrier

b) Cultural barrier

c) Linguistic barrier

d) **Written barrier**

**90. Which is the main barrier to listening?**

a) **Physical barrier**

b) Linguistic barrier

c) Cultural barrier

d) Physiological barrier

91 Which of these is not a physiological barrier?

a) Fear

b) Different perception

c) **Gel effect**

d) Halo effect

92. Which of these is based on faith?

a) Fear

b) **Halo effect**

c) Emotions

d) Different perception

93. When people take extreme positions what is it called?

a) Fear

b) Halo effect

c) Emotions

d) **Polarisation**

94. Which of these occur because of difference in language?

a) Physical barriers

b) **Linguistic barriers**

c) Cultural barriers

d) Speech decoding

95. Barriers which are caused because of different meanings of a word to different people is called

\_\_\_\_\_

a) different perception

b) **semantic distortions**

c) physical barriers

d) cultural barriers

96. Which of these barriers occur when people belong to different religious backgrounds?

- a) Physical barriers
- b) Linguistic barriers
- c) **Cultural barriers**
- d) Speech decoding

97. Who among these bow down to greet?

- a) **Japanese**
- b) Americans
- c) Indians
- d) French

98. Which of these is not a step in speech decoding?

- a) Listening
- b) **Writing**
- c) Translating
- d) Understanding

99. Oral discourse means to speak authoritatively about a topic.

- a) **True**
- b) False

100. Which is method use in communication ?

- a) Writing
  - b) Speaking
  - c) **No**
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