

Roll No.-----

<b>Paper Code</b>		
<b>4</b>	<b>7</b>	<b>3</b>
(To be filled in the OMR Sheet)		

प्रश्नपुस्तिका क्रमांक  
Question Booklet No.

O.M.R. Serial No.

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प्रश्नपुस्तिका सीरीज  
Question Booklet Series

**A**

**B.Com. (Honors) (First Semester)**  
**Examination, February/March-2022**  
**BCHO-105**

**Communicative Skill**  
(for Regular, B.P. & Ex Students)

**Time : 1:30 Hours**

**Maximum Marks-100**

जब तक कहा न जाय, इस प्रश्नपुस्तिका को न खोलें

- निर्देश : -
1. परीक्षार्थी अपने अनुक्रमांक, विषय एवं प्रश्नपुस्तिका की सीरीज का विवरण यथास्थान सही- सही भरे, अन्यथा मूल्यांकन में किसी भी प्रकार की विसंगति की दशा में उसकी जिम्मेदारी स्वयं परीक्षार्थी की होगी।
  2. इस प्रश्नपुस्तिका में 100 प्रश्न हैं, जिनमें से केवल 75 प्रश्नों के उत्तर परीक्षार्थियों द्वारा दिये जाने हैं। प्रत्येक प्रश्न के चार वैकल्पिक उत्तर प्रश्न के नीचे दिये गये हैं। इन चारों में से केवल एक ही उत्तर सही है। जिस उत्तर को आप सही या सबसे उचित समझते हैं, अपने उत्तर पत्रक (O.M.R. ANSWER SHEET) में उसके अक्षर वाले वृत्त को काले या नीले बाल प्वाइंट पेन से पूरा भर दें। यदि किसी परीक्षार्थी द्वारा निर्धारित प्रश्नों से अधिक प्रश्नों के उत्तर दिये जाते हैं तो उसके द्वारा हल किये गये प्रथमतः यथा निर्दिष्ट प्रश्नोत्तरों का ही मूल्यांकन किया जायेगा।
  3. प्रत्येक प्रश्न के अंक समान हैं। आप के जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
  4. सभी उत्तर केवल ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर ही दिये जाने हैं। उत्तर पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
  5. ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाय।
  6. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी प्रश्नपुस्तिका बुकलेट एवं ओ०एम०आर० शीट पृथक-पृथक उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें।
  7. निगेटिव मार्किंग नहीं है।

महत्वपूर्ण : - प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्ष निरीक्षक को दिखाकर उसी सीरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।



1. The origin of the word communication is \_\_\_\_\_
  - (A) Communicate.
  - (B) Comunicare.
  - (C) Compute
  - (D) Computer.
  
2. Which of the following shows a positive facial expression?
  - (A) Frowning while concentrating
  - (B) Maintaining eye contact
  - (C) Smiling continuously
  - (D) Rolling up your eyes
  
3. What is sentence?
  - (A) A group of ideas
  - (B) A group of words that communicate a complete thought
  - (C) A set of rules to write correctly.
  - (D) A set of words that is grammatically correct.
  
4. Which can be used to overcome the communication barrier .
  - (A) Using a translator
  - (B) By writing a letter
  - (C) Not communication at all
  - (D) Using your own language
  
5. Written communication can be classified in which type of communication?
  - (A) Non- verbal
  - (B) Verbal
  - (C) Visual
  - (D) None of these

6. Which of the following is an example of negative feedback?
- (A) You can dance better.
  - (B) Your Dance was good but you can do better.
  - (C) Your Dance skill is not really good. You have to practise more.
  - (D) None of the above
7. \_\_\_\_\_ is the exchange of messages in the communication cycle.
- (A) Transmitting
  - (B) Listening
  - (C) message
  - (D) Feedback
8. Which of the following is not an element of the communication cycle?
- (A) Channel
  - (B) Receiver
  - (C) Time
  - (D) Sender
9. Which of these must be avoided for effective communication?
- (A) Sharing of activity
  - (B) Listening
  - (C) Ambiguity
  - (D) Politeness
10. Which of the following is quick and clear method of communication: -
- (A) e-mail
  - (B) Notices/posters
  - (C) Face-to-face informal communication
  - (D) Business meetings

11. Which method is good for taking leave in the office.
- (A) Website
  - (B) Notices/posters
  - (C) e-mail
  - (D) Business meetings
12. To understand the message properly the receiver need to \_\_\_\_\_ the message properly.
- (A) Transmit
  - (B) Throw
  - (C) Listen
  - (D) Ignore.
13. The word Communicare means \_\_\_\_\_ in Latin.
- (A) To deliver
  - (B) To share
  - (C) To present
  - (D) To sacrifice
14. Visual communication are dependent on what factors?
- (A) Signs, symbols and pictures
  - (B) Text messages
  - (C) Posture
  - (D) Body language
15. Which type of feedback supports student development from their current level of achievement?
- (A) Specific Feedback
  - (B) Descriptive Feedback
  - (C) Non-Specific Feedback
  - (D) None of the above

16. What is the final step in the communication cycle?
- (A) Encoding
  - (B) Decoding
  - (C) Feedback
  - (D) Receiving
17. The process in which the receiver interprets and understands the message is called \_\_\_\_\_
- (A) Decoding
  - (B) Encoding
  - (C) Feedback
  - (D) None of these
18. Which of the following is an example of oral communication?
- (A) Newspapers
  - (B) Letters
  - (C) Phone call
  - (D) e-mail
19. Pointing finger to something is an example of \_\_\_\_\_
- (A) Expressions
  - (B) Gestures
  - (C) Body Language
  - (D) None of them
20. “Two girls talking over a phone” – is an example of \_\_\_\_\_
- (A) Interpersonal communication
  - (B) Written communication
  - (C) Small group communication
  - (D) Public communication

21. \_\_\_\_\_ means to impart understanding of the message.
- (A) Encoding
  - (B) Receiver
  - (C) Decoding
  - (D) Feedback
22. Which communication method does not require any language to understand?
- (A) Verbal
  - (B) Non-Verbal
  - (C) Visual
  - (D) None of these
23. \_\_\_\_\_ is not a communication barrier.
- (A) Language
  - (B) Culture
  - (C) Physical
  - (D) Habit
24. Which of these must be avoided in business letters?
- (A) Polite words
  - (B) Formal words
  - (C) Abbreviations
  - (D) Clear details.
25. Which of these must not be mentioned in a business letter?
- (A) Information of the quality of the order
  - (B) Name of the firm
  - (C) The mode of payment
  - (D) With regards

26. Where are the details of enclosures mentioned?
- (A) Beginning of the letter
  - (B) Below the signature column
  - (C) Right-hand side of the letter
  - (D) Main body of the letter
27. What is written on the top of Business Letter on the left side.
- (A) Sender's Address
  - (B) Receiver's Address
  - (C) Date
  - (D) Salutation
28. The Subject matter of Business Letter should be:
- (A) Brief, clear and Relevant
  - (B) Stretched
  - (C) Irrelevant
  - (D) None of these
29. What is the motive of writing or official Letter?
- (A) To place an order
  - (B) To make a complaint
  - (C) To enquire about products
  - (D) All of these
30. Where is Receiver's address written in a Business or official Letter:
- (A) On the top of the Letter
  - (B) Just above the date
  - (C) Just below the date
  - (D) On the bottom of the letter



31. Choose the right format of writing a date in all formal letters:
- (A) 23<sup>rd</sup> April, 2021
  - (B) April 23, 2021
  - (C) 23/04/2021
  - (D) Both A and B
32. Janadhwani Community Radio is located in which place ?
- (A) Tumkur
  - (B) H. D. Kote
  - (C) Dharwar
  - (D) KSOU, Mysuru.
33. Swachh Bharat Abhiyan was successful because it is communicated. through :
- (A) Formal way
  - (B) Lateral way
  - (C) Inter personal way
  - (D) Mass communication
34. Multimedia comprises of:
- (A) Text and Audio
  - (B) Video and Audio
  - (C) Text, Audio and Video
  - (D) None of the above
35. Which is the agency of the Central Government that disseminates information regarding government policies and projects to the media in India?
- (A) Press Information Bureau
  - (B) Press Trust of India
  - (C) All India Radio
  - (D) None of the above

36. Media is known as:
- (A) First Estate
  - (B) Second Estate
  - (C) Third Estate
  - (D) Fourth Estate
37. Scene Heading is also known as \_\_\_\_\_
- (A) Headline
  - (B) Deadline
  - (C) Slugline
  - (D) All of these
38. Effective communication pre supposes:
- (A) Non alignment
  - (B) Domination
  - (C) Passivity
  - (D) Understanding
39. \_\_\_\_\_ is the lines of speech for each character.
- (A) Sub header
  - (B) Character
  - (C) Heading
  - (D) Dialogue
40. Action is also known as \_\_\_\_\_
- (A) Direction
  - (B) Extension
  - (C) Transition
  - (D) Dialogue

41. Which of the following are the types of shot?
- (A) Long shot
  - (B) Extreme close up
  - (C) Close up
  - (D) All of these
42. \_\_\_\_\_ speaks louder than words.
- (A) Sound
  - (B) Action
  - (C) Dialogue
  - (D) Books.
43. What is advertising?
- (A) Publicity
  - (B) Sales promotion
  - (C) Paid information
  - (D) All the above
44. Advertisements classified according to subject area and carrying no illustrations are known as:
- (A) Small ads
  - (B) News library
  - (C) Back volume stock
  - (D) Classified
45. An advertisement written in the style of a news item or feature:
- (A) Ad news
  - (B) Paid news
  - (C) News ad
  - (D) None of these

46. 'XXX' in a news copy denotes:
- (A) End of the story
  - (B) End of thirty words
  - (C) Story written by three people
  - (D) Story approved by three editors
47. Letters to the editor are included in:
- (A) Sports page
  - (B) Last page
  - (C) Editorial page
  - (D) Local page
48. A publication started by Mahatma Gandhi:
- (A) The harijan
  - (B) Bombay samachar
  - (C) Indian mail
  - (D) The times of India
49. The word journalism is derived from the word 'Diurnal is':
- (A) Latin
  - (B) French
  - (C) English
  - (D) None of the above
50. The Chairman of Press Council of India is selected by a committee consisting of:
- (A) Chairman of Rajya Sabha
  - (B) Speaker of Lok Sabha
  - (C) Person chosen by the members of the council from among themselves
  - (D) All the above

51. Which of these is not a medium for e-mail ?
- (A) Intranet
  - (B) Internet
  - (C) Extranet
  - (D) Paper
52. Which of these defined the internet?
- (A) The Federal Networking Council
  - (B) The Federal Network Council
  - (C) The Federal Networking Committee
  - (D) The Federal Network Committee
53. Which of these should be avoided in an E-mail?
- (A) Wrong E-mail address
  - (B) Subject line
  - (C) Smileys
  - (D) Re-reading.
54. HTML is used to create.
- (A) Machine language program
  - (B) High level program
  - (C) Web page
  - (D) Web server
55. The process of transferring files from a computer on the Internet to your computer is called.
- (A) Uploading
  - (B) Forwarding
  - (C) FTP
  - (D) Downloading.

56. Which of the following is a correct format of Email address?
- (A) Name@websit.info
  - (B) www.nameofebsite.com
  - (C) name.website.com
  - (D) None of the above
57. The computer jargon – WWW, stands for :
- (A) World Wide Web Worm
  - (B) World Wide Wildlife Web
  - (C) World Wide Women’s Web
  - (D) World Wide Women’s Week
58. HTTP is:
- (A) Hypertext transfer protocol
  - (B) Hypertext transmission protocol
  - (C) Hyperlink transfer protocol
  - (D) None of the above
59. In internet terminology IP means:
- (A) Internet Provider
  - (B) Internet protocol
  - (C) Internet Procedure
  - (D) Internet Processor
60. A Web site’s front page/main page is called:
- (A) Browser Page
  - (B) Search Page
  - (C) Home Page
  - (D) Bookmark

61. Which one of the following is not a search engine?
- (A) Bing
  - (B) Google
  - (C) Yahoo
  - (D) Windows
62. Who is the founder of the Internet?
- (A) Vint Cerf
  - (B) Charles Babbage
  - (C) Tim Berners-Lee
  - (D) None of these
63. Verification of a login name and password is known as:
- (A) Configuration
  - (B) Accessibility
  - (C) Authentication
  - (D) Logging in
64. Who is the father of email?
- (A) Tim Berners Lee
  - (B) Charles Babbage
  - (C) Paul Buchheit
  - (D) Ray Tomlinson
65. Minutes of company meeting should be prepared within.
- (A) 21 days of the meeting
  - (B) 30 days of the meeting
  - (C) 40 days of the meeting
  - (D) 45 days of the meeting

66. The minutes book can be inspected by the.
- (A) Shareholders free of charge.
  - (B) Debenture holders on payment
  - (C) Any one on payment
  - (D) None of the above
67. Annual Report of company generally contains:
- (A) Performance highlights from the preceding year
  - (B) Financial statements
  - (C) Performance and outlook for future years
  - (D) All of the above
68. Bibliography means:
- (A) Foot Note
  - (B) Quotations
  - (C) Index
  - (D) Title page
69. The first page of the research report is:
- (A) Appendix
  - (B) Bibliography
  - (C) List of Books referred
  - (D) Biography
70. An abstract is:
- (A) Synopsis
  - (B) Quotations
  - (C) Glossary
  - (D) Bibliography



71. In research methodology, interpretation is the search of:
- (A) Statistical data
  - (B) Research problem
  - (C) Research findings
  - (D) Research plan
72. Interpretation should be:
- (A) Subjective
  - (B) Objective
  - (C) Integrity
  - (D) None of the above
73. Detailed project report consists of how many components?
- (A) One
  - (B) Two
  - (C) Three
  - (D) Four
74. The first step in the detail checklist of Detailed project report is \_\_\_\_\_
- (A) Executive summary
  - (B) Background
  - (C) Roadway features
  - (D) General details of the project
75. The name of the work and project details is managed under which category of Detailed Project Report ?
- (A) Executive summary
  - (B) Background
  - (C) Roadway details
  - (D) General details

76. A research paper is a brief report of research work based on:
- (A) Primary Data only
  - (B) Secondary Data only
  - (C) Both Primary and Secondary Data
  - (D) None of the above
77. Information is \_\_\_\_\_
- (A) Raw Data
  - (B) Processed Data
  - (C) Input data
  - (D) Organized data
78. Conference proceedings are considered as \_\_\_\_\_ documents.
- (A) Conventional
  - (B) Primary
  - (C) Secondary
  - (D) Tertiary
79. Questionnaire is a:
- (A) Research method
  - (B) Measurement technique
  - (C) Tool for data collection
  - (D) Data analysis technique
80. The transmission of receiver's reaction back to the sender is known as \_\_\_\_\_
- (A) Noise.
  - (B) Feedback
  - (C) Medium
  - (D) Source

81. Presentation for client meeting includes:
- (A) Why Buy
  - (B) Why me
  - (C) Why Now
  - (D) All of the above
82. Presentation for Board meeting needs focus on:
- (A) Agenda
  - (B) History of company
  - (C) Practice
  - (D) All of the above
83. Annual report of a company \_\_\_\_\_
- (A) Discloses the information prescribed in a law
  - (B) Other material information
  - (C) Auditor's Report
  - (D) All of the above
84. Annual Report includes.
- (A) Report by BOD
  - (B) Financial Statements
  - (C) Notes to Accounts
  - (D) All of the above.
85. Minutes of Meeting includes:
- (A) Written record of everything that was discussed in a meeting
  - (B) Name of attendees
  - (C) Name of absentees
  - (D) All of the above

86. Oral communication is \_\_\_\_\_
- (A) Speedy
  - (B) Suitable for official communication
  - (C) More Authentic
  - (D) All of the above
87. Written communication is \_\_\_\_\_
- (A) More Authentic
  - (B) Use of Non verbal cues is possible
  - (C) Both (A) and (B)
  - (D) All of the above
88. Informal communication is:
- (A) Grapevine communication
  - (B) Free from all formalities
  - (C) Both (A) and (B)
  - (D) None of the above
89. Types of informal communication are:
- (A) Single strand
  - (B) Gossip chain
  - (C) Probability Chain
  - (D) All of the above
90. Formal communication \_\_\_\_\_
- (A) Passes through pre-defined channels:
  - (B) Maintain secrecy
  - (C) Both A and B
  - (D) None of the above

91. Single strand chain \_\_\_\_\_
- (A) Communication flows in a straight line
  - (B) Communication is linear
  - (C) Both (A) and (B)
  - (D) None of the above
92. On the basis of mutual participation, communication is of how many types ?
- (A) Two
  - (B) Three
  - (C) Four
  - (D) None of the above
93. In an organization, which of these is not a type of communication?
- (A) Downward
  - (B) Upward
  - (C) Curve.
  - (D) Horizontal
94. Communication flows form a superior to a subordinate.
- (A) Upward
  - (B) Downward
  - (C) Diagonal
  - (D) Lateral
95. Which of these is the most frequently used channel of communication?
- (A) Horizontal communication
  - (B) Diagonal communication
  - (C) Downward communication
  - (D) Upward communication

96. Communication is a \_\_\_\_\_ of facts, ideas, and opinions by two or more persons.
- (A) Exchange
  - (B) Control
  - (C) Understanding
  - (D) None of the above
97. Circular letters can be:
- (A) A trade circular letter
  - (B) A Non trade circular letter
  - (C) Both (A) and (B)
  - (D) None of the above
98. Handling correspondence involves:
- (A) Emails
  - (B) Letters
  - (C) Meeting agenda
  - (D) All of the above
99. Which of these should not be avoided for effective communication ?
- (A) Noise
  - (B) Planning
  - (C) Semantic problems
  - (D) Wrong assumptions.
100. 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.

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## Rough Work / रफ कार्य

**DO NOT OPEN THE QUESTION BOOKLET UNTIL ASKED TO DO SO**

1. Examinee should enter his / her roll number, subject and Question Booklet Series correctly in the O.M.R. sheet, the examinee will be responsible for the error he / she has made.
  2. **This Question Booklet contains 100 questions, out of which only 75 Question are to be Answered by the examinee. Every question has 4 options and only one of them is correct. The answer which seems correct to you, darken that option number in your Answer Booklet (O.M.R ANSWER SHEET) completely with black or blue ball point pen. If any examinee will mark more than one answer of a particular question, then the first most option will be considered valid.**
  3. Every question has same marks. Every question you attempt correctly, marks will be given according to that.
  4. Every answer should be marked only on Answer Booklet (O.M.R ANSWER SHEET). Answer marked anywhere else other than the determined place will not be considered valid.
  5. Please read all the instructions carefully before attempting anything on Answer Booklet (O.M.R ANSWER SHEET).
  6. After completion of examination please hand over the Answer Booklet (O.M.R ANSWER SHEET) to the Examiner before leaving the examination room.
  7. There is no negative marking.
- Note:** On opening the question booklet, first check that all the pages of the question booklet are printed properly in case there is an issue please ask the examiner to change the booklet of same series and get another one.