

Roll No.-----

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(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

C

B.C.A. (First Semester) Examination, February/March-2022

BCA-104(N)

Business Communication

(B.P. 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।

Rough Work / रफ कार्य

1. Formal communication is _____.
 - (A) Official channel
 - (B) Unofficial channel
 - (C) Impersonal
 - (D) Both (A) and (C)
2. All these are guidelines to effective communication except :
 - (A) Adopt an audience-centered approach
 - (B) Create lean and efficient messages
 - (C) Improve your speed at writing messages
 - (D) Foster an open communication climate
3. What is video conferencing ?
 - (A) Sending text messages
 - (B) Pre-recorded meetings to bring businesses together
 - (C) Communicating using video and audio with special equipment
 - (D) In-person interactive session
4. In organisations connected by electronic network _____ is the most effective method of communication.
 - (A) Intercom
 - (B) Public address system
 - (C) Fax
 - (D) email
5. Which of the following is not a key component of a resume ?
 - (A) Academic credentials
 - (B) Employment history
 - (C) Name and address
 - (D) Names of previous supervisors

6. Non-verbal communication is mostly :
- (A) Voluntary
 - (B) Involuntary
 - (C) Conscious
 - (D) Intended
7. Types of Noise/Interference in communication process :
- (A) Physical noise
 - (B) Technical noise
 - (C) Organizational noise
 - (D) All of these
8. In_____ layout of letter, every line begins at left margin and thus makes each paragraph look like a distinct block of message.
- (A) Full block
 - (B) Semi-block
 - (C) Simplified
 - (D) All the above
9. Which of the following is a communication barrier that often exists between people?
- (A) Deadlines
 - (B) Incorrect choice of medium
 - (C) Inadequate communication structures
 - (D) Differences in perception

10. In longer messages, the first few paragraphs should establish the following except :
- (A) Recommendations
 - (B) Subject
 - (C) Organization of the material
 - (D) Purpose
11. Which of the following phrases should not be used in the close of a bad-news message ?
- (A) "We hope you will continue to do business with us."
 - (B) "If you have further questions, please write."
 - (C) "I trust our decision is satisfactory."
 - (D) Avoid all these phrases.
12. Which factor is not in consideration while choosing means & mode of communication ?
- (A) Cost factor
 - (B) Nature & weather of locality
 - (C) Resources
 - (D) Distance involved
13. Organizational Barriers to communication :
- (A) Rules and regulations
 - (B) Organizational structure
 - (C) Organizational status
 - (D) All of these
14. Wrong decoding means :
- (A) Badly worded message
 - (B) Message sent to wrong receiver
 - (C) Interpreted meaning is different from intended message
 - (D) Message sent by wrong sender

15. It is very difficult to detect the source of such communication.
- (A) Upward communication
 - (B) Vertical communication
 - (C) Lateral communication
 - (D) Informal communication
16. The effectiveness of oral communication depends on the speaker's ability to use :
- (A) Simple language
 - (B) Foreign words
 - (C) Complex words
 - (D) Long sentences
17. Reports present conclusions based on :
- (A) Impression
 - (B) Investigation
 - (C) Intuition
 - (D) Belief
18. The inside address should be written :
- (A) Below the salutation
 - (B) Above the heading
 - (C) Above the salutation
 - (D) Above the data
19. The primary role of a moderator is to :
- (A) Facilitate the smooth functioning of the GD
 - (B) Keep track of time
 - (C) Announce the GD topic
 - (D) Interfere during the GD

20. A report prepared in a prescribed form and presented according to an established procedure is _____ report.
- (A) Formal
 - (B) Informal
 - (C) Statutory
 - (D) General
21. _____ implies wordiness in communication.
- (A) Consideration
 - (B) Correctness
 - (C) Conciseness
 - (D) Courtesy
22. Physical Barriers to communication are _____.
- (A) Time and distance
 - (B) Interpretation of words
 - (C) Denotations
 - (D) Connotations
23. _____ of the letter consists of main message.
- (A) Heading
 - (B) Body
 - (C) Greeting
 - (D) Closing
24. Which of the following is not a type of business letter ?
- (A) Business enquiry
 - (B) Sales letter
 - (C) Quotations
 - (D) Reference letter

25. _____ communication is unsuitable for lengthy message.
- (A) Oral
 - (B) Written
 - (C) Vertical
 - (D) Audio Visual
26. The following are natures of communication except one:
- (A) Communication is a process.
 - (B) communication occurs between two or more people and even to a single person.
 - (C) communication does not involve actions.
 - (D) communication can be written or spoken; verbal or nonverbal.
27. The effectiveness of oral communication depends on the speaker's ability to use :
- (A) Simple language
 - (B) Foreign words
 - (C) Complex words
 - (D) Long sentences
28. The word "memo" is a short form for :
- (A) Memory
 - (B) Memorizing
 - (C) Memorandum
 - (D) Members order
29. What is CV ?
- (A) Curriculum Vitae
 - (B) Communication Vitals
 - (C) Corresponding Vitae
 - (D) None of these

30. Gestural communication is a _____.
- (A) Non-Verbal Message
 - (B) Direct conversations
 - (C) Oral communication
 - (D) Written
31. Which of these is not a formal report ?
- (A) Informational
 - (B) Informal
 - (C) Interpretative
 - (D) Routine
32. The limitation of oral communication is that :
- (A) It is easy to be aware of our body language
 - (B) It is not affected by the speaker's feelings or stress or excitement levels
 - (C) It is irreversible-what is said cannot be taken back
 - (D) It does not require on-the-spot thinking
33. A Dictaphone is an electronic device which :
- (A) Records speech
 - (B) Enables two-way communication
 - (C) Allows telephonic conversation
 - (D) None of the above
34. All are types of nonverbal communication except :
- (A) Proxemics
 - (B) Chronemics
 - (C) Kinesics
 - (D) Grapevine

35. What is the full form of CCTV ?
- (A) Closed Contact Television
 - (B) Closed Circuit Television
 - (C) Closed Circuit Transmission
 - (D) Closed Circuit Translation
36. The basic purpose of arranging a _____ is to obtain publicity in connection with the important news.
- (A) Press release
 - (B) Meeting
 - (C) Press Conference
 - (D) News paper
37. CCTV is useful in Communication :
- (A) Only for a restricted audience residing at a particular place
 - (B) For large group communication
 - (C) Only for poor students of the class
 - (D) None of the above
38. E-mail can be used for external communication in which of the following situations?
- (A) When your audience accepts email as appropriate.
 - (B) In response to e-mail messages that you receive.
 - (C) Both of the above.
 - (D) None of the above

39. Minutes of Meetings is mode of _____ communication.
- (A) Oral communication
 - (B) Written communication
 - (C) Visual communication
 - (D) Digital communication
- 40.
- | | |
|------------------------------|-----------------------|
| 1. Sender-related barrier | a. Non-verbal signals |
| 2. Situation-related barrier | b. Noise |
| 3. Receiver-related barrier | c. Perceptions |
- (A) 1-a,2-b, 3-c
 - (B) 1-b,2-a,3-c
 - (C) 1-a,2-c,3-b
 - (D) None of the above
41. Which is true ?
- (A) Environments influence the kind of communication that takes place there
 - (B) A particular environment can communicate the type of relationship desired
 - (C) Environments be designed to increase or decrease interaction
 - (D) All of these are correct
42. Communication between HR manager and Finance manager is an example of :
- (A) Downward communication
 - (B) Upward communication
 - (C) Diagonal communication
 - (D) Horizontal communication
43. Formal communication is _____.
- (A) Official channel
 - (B) Unofficial channel
 - (C) Impersonal
 - (D) Both (A) and (C)

44. Which of the following is not an advantage of written communication ?
- (A) More time consuming
 - (B) Accurate and precise
 - (C) Can be easily revised
 - (D) Sufficient time for planning
45. Memo, Fax, Circulars, Manuals; emails which of these cannot be used for external communication ?
- (A) Circulars
 - (B) Manuals
 - (C) Memo
 - (D) All of above
46. 'Intrapersonal' Communication includes two or more persons :
- (A) True
 - (B) False, it includes only oneself
 - (C) True, in internal organisation only
 - (D) True, in matrix organisation only
47. In block text format, you do not _____ each paragraph.
- (A) Margin
 - (B) Indent
 - (C) Transition
 - (D) Punctuation
48. The formal greeting with which a business letter begins is called _____.
- (A) Salutation
 - (B) Body copy
 - (C) Subject
 - (D) Reference

49. Technical accuracy of language means :
- (A) Direct narrative
 - (B) Active voice
 - (C) Simplicity
 - (D) Correctness of grammar, spelling, and punctuation
50. Which of the following is not one of the steps in the three-step writing process ?
- (A) Brainstorming
 - (B) Completing
 - (C) Writing
 - (D) Planning
51. Which of the following is not a technique for revising for conciseness ?
- (A) Use the “you” attitude.
 - (B) Delete unnecessary words and phrases.
 - (C) Shorten long words and phrases.
 - (D) Eliminate redundancies.
52. At the end of the demonstration, it is better if we can:
- (A) Distribute to the audience written hand out materials
 - (B) See whether the place is right
 - (C) See whether participants are appropriate
 - (D) All of the above
53. What is the importance of rehearsal before actual demonstration carried out ?
- (A) It creates self- confidence in a demonstrator
 - (B) The demonstrator becomes familiar with the difficulties which may occur during experimentation
 - (C) The demonstrator performs the experiment’s demonstration in a perfect fashion
 - (D) All of the above

54. Reports present conclusions based on :
- (A) Impression
 - (B) Investigation
 - (C) Intuition
 - (D) Belief
55. The quality of a report is determined mainly by :
- (A) The language of the report
 - (B) The visual aspects
 - (C) The length of the report
 - (D) The accuracy of the data
56. The principles of effective writing include :
- (A) Brevity
 - (B) Accuracy
 - (C) Clarity
 - (D) Brevity, clarity and accuracy
57. Proxemics is also known as _____ language.
- (A) Space
 - (B) Time
 - (C) Body
 - (D) Eye
58. _____ is a systematic oral exchange of information, views and opinions about atopic, issue, problem or situation among members of a group who share certain common objectives.
- (A) Presentation
 - (B) Group discussion
 - (C) Group interview
 - (D) All of these
59. Gossip and rumour are part of _____ communication.
- (A) Formal
 - (B) Informal
 - (C) Horizontal
 - (D) Vertical

60. The most basic type of listening is known as :
(A) Discriminative listening
(B) Comprehension listening
(C) Appreciative listening
(D) Evaluative listening
61. List of items to be discussed and decided in a meeting is called as _____.
(A) Resolution
(B) Minutes
(C) Invoice
(D) Agenda
62. Business letter must possess the quality of _____.
(A) Coherence
(B) Incompleteness
(C) Faultiness
(D) Jargons
63. An effort to influence the attitude and feelings of others is _____.
(A) Persuasion
(B) Suggestion
(C) Advice
(D) Appreciation
64. _____ refers to the special language of a trade.
(A) Jargon
(B) Expression
(C) Colloquialism
(D) Suggestion
65. Communication through _____ and _____ is called verbal communication.
(A) Written material and gestures
(B) Gestures and spoken words
(C) Spoken words and written material
(D) Body language and gestures

66. A resume needs conceptualization of your _____ and _____ all into one document.
- (A) Objectives, experiences
 - (B) Projects, skills
 - (C) Accomplishments, experiences
 - (D) Skills, aims
67. Teleconferencing is not suitable for :
- (A) Meetings
 - (B) Interviews
 - (C) Problem solving
 - (D) Keeping in touch with country offices
68. Communication that takes place between the members of an organization within itself is _____.
- (A) External
 - (B) Formal
 - (C) Informal
 - (D) Internal
69. At each stage in the process of communication, there is a possibility of interference which may hinder the process. Such interference is known as _____.
- (A) Sender
 - (B) Receiver
 - (C) Barrier
 - (D) None of them
70. Teleconferencing is most commonly used for people who are separated by :
- (A) Geography
 - (B) Age
 - (C) Gender
 - (D) Class

71. It is not possible to communicate, unless there is :
- (A) A common symbol
 - (B) A common understanding of the symbols
 - (C) A common understanding
 - (D) A common thought
72. Information does not include_____.
- (A) Data
 - (B) Emotion
 - (C) Files
 - (D) Facts and Figures
73. _____ communication requires that both parties should be present and attentive at the same time.
- (A) Oral
 - (B) Written
 - (C) Mass
 - (D) Graphic
74. In effective communication, encoder becomes the decoder when there is :
- (A) Noise
 - (B) Audience
 - (C) Feedback
 - (D) Channel
75. _____ means aspects of the voice; the way we use our voice.
- (A) Timbre
 - (B) Paralanguage
 - (C) Acoustics
 - (D) Perception

76. Grapevine communication is associated with _____ communication.
- (A) Formal
 - (B) Informal
 - (C) Horizontal
 - (D) Vertical
77. Which word or phrase on the business letter tells the mail clerk to deliver the letter to the recipient unopened ?
- (A) For the attention of
 - (B) Courtesy copy
 - (C) Subject
 - (D) Confidential
78. Which part of the letter identifies the person who is preferred to address the concerns of the letter ?
- (A) Signatory
 - (B) Designation
 - (C) Attention line
 - (D) Complimentary close
79. Which part of the business letter states that a brochure is placed in the envelope ?
- (A) Attention line
 - (B) Enclosure
 - (C) Carbon copy
 - (D) Reference
80. Which part of the letter consist of an email address, telephone and fax number ?
- (A) Letterhead
 - (B) Enclosure
 - (C) Salutation
 - (D) Signatory

81. Which is not the example of web browser ?
- (A) Mozilla Firefox
 - (B) Microsoft excel
 - (C) Internet Explorer
 - (D) Google Chrome
82. Which medium is not suitable for E-mail :
- (A) Intranet
 - (B) Internet
 - (C) Extranet
 - (D) Paper
83. To join the internet, the computer has to be connected to a _____.
- (A) Internet architecture board
 - (B) Internet society
 - (C) Internet service provider
 - (D) Different computer
84. Which of the statements below is not necessary for effective communication to take place ?
- (A) The message should be understood as intended
 - (B) The message should be influential
 - (C) The message should be ethical
 - (D) The message should achieve its intended effect
85. Which communication activity do we spend most of our time performing ?
- (A) Listening
 - (B) Talking
 - (C) Gesturing
 - (D) Thinking

86. When the authors state that communication should be “other-oriented, they mean that :
- (A) The message should clearly state your views
 - (B) Communication should not be influenced by the needs of others
 - (C) You shouldn’t talk to yourself
 - (D) You should acknowledge the needs and goals of others
87. Downward communication and upward communication are :
- (A) Vertical communication
 - (B) Horizontal communication
 - (C) Diagonal communication
 - (D) None of these
88. Which aspect of a message focuses on new information or ideas ?
- (A) Channel
 - (B) Content
 - (C) Context
 - (D) Relationship
89. Which of the following is not one of the five communication principles for a lifetime ?
- (A) Listen and respond thoughtfully to others
 - (B) Communicate ethically
 - (C) Effectively use and interpret verbal messages
 - (D) Appropriately adapt messages to others

90. If you want to compare the impact of communicating in a work environment to communicating at a ballgame, which concept should guide your research ?
- (A) Decoding
 - (B) Source
 - (C) Context
 - (D) Channel
91. Through internet or a fax transmission, the communication_____ may be a telephone line.
- (A) Channel
 - (B) Receiver
 - (C) Encoding
 - (D) Message
92. What two key elements were added to the human communication-as-interaction model ?
- (A) Channel and context
 - (B) Feedback and context
 - (C) Noise and context
 - (D) Feedback and noise
93. According to the message transfer model, what is the process through which words or unspoken signals are interpreted by the receiver ?
- (A) Transmitting
 - (B) Signaling
 - (C) Encoding
 - (D) Decoding

94. FAX is an abbreviation of :
- (A) Fast
 - (B) Factor
 - (C) Factorial
 - (D) Facsimile
95. Communication through newspapers and television are known as :
- (A) Group communication
 - (B) Interpersonal communication
 - (C) Mass communication
 - (D) None of these
96. The sender converts the message into communication symbols by :
- (A) Encoding
 - (B) Feedback
 - (C) Decoding
 - (D) Media
97. Orders and directives are the example of :
- (A) Downward communication
 - (B) Upward communication
 - (C) Diagonal communication
 - (D) Horizontal communication
98. In business, oral communication is suitable for :
- (A) Delaying the decision-making process
 - (B) Recording things
 - (C) Discussing things
 - (D) Confusing workers

99. Horizontal communication flows through _____.
- (A) Face-to-face discussion.
 - (B) Telephonic talk.
 - (C) Periodical meeting.
 - (D) All of the above
100. There are _____ C's of effective communication.
- (A) Six
 - (B) Seven
 - (C) Four
 - (D) Nine

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