

Roll No.-----

<b>Paper Code</b>		
<b>6</b>	<b>1</b>	<b>8</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  
**C**

**B.C.A. (First Semester) Examination, February/March-2022**  
**BCA-1004**

**Business Communication**

**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 भरें, 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. Rearrange the steps in the process of interpersonal communication.

- A. Decoding
- B. Message
- C. Receiver
- D. Sender
- E. Encoding
- F. Feedback
- G. Channel

- (A) ABCDEFG
- (B) GFEDCBA
- (C) DCBAEFG
- (D) DEBGACF

2.

- |                              |                       |
|------------------------------|-----------------------|
| 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-b,2-c,3-b
- (D) None of the above

3. The name and address of the person receiving the letter is called what?

- (A) Return address
- (B) Inside address
- (C) Outside address
- (D) None of the above

4. Which is the most effective statement for workplace writing?
- (A) We are unable to offer the weekend rate for the dates June 1-2
  - (B) We are unable to reserve a room for you on the requested dates
  - (C) The dates you requested for your stay are not available at the package rate
  - (D) We are booked solid on June 1-2 but can offer you the same package the weekend of June 8-9
5. It is very difficult to detect the source of such communication :
- (A) Upward communication
  - (B) Vertical communication
  - (C) Lateral communication
  - (D) Informal communication
6. 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 can be designed to increase or decrease interaction
  - (D) All of these are correct
7. Minutes of Meetings is made of \_\_\_\_\_ communication.
- (A) Oral Communication
  - (B) Written Communication
  - (C) Visual Communication
  - (D) Digital Communication

8. Formal communication is \_\_\_\_\_.
- (A) Official channel
  - (B) Unofficial channel
  - (C) Impersonal
  - (D) Both (A) and (C)
9. 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
10. Memo, Fax, Circulars, Manuals; emails which of these cannot be used for external communication?
- (A) Circulars
  - (B) Manuals
  - (C) Memo
  - (D) All of above
11. 'Intrapersonal' Communication includes two or more persons :
- (A) True
  - (B) False, it includes only oneself
  - (C) True, in internal organization only
  - (D) True, in matrix organization only
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. Press Release, Presentation, video Conferencing. Which one of these is odd?
- (A) Presentation
  - (B) Video conferencing
  - (C) (A) & (B)
  - (D) Press release
14. The report has to present the facts in a simple, concise and \_\_\_\_\_ manner, in words which the reader will follow.
- (A) Straightforward
  - (B) Complicated
  - (C) Descriptive
  - (D) Tangled
15. We shall give you a discount on orders of Rs. 50,000/- or more within the same calendar month". This sentence can from \_\_\_\_\_ letter.
- (A) Quotation request
  - (B) Quotation reply
  - (C) Inquiry
  - (D) Substitute
16. In block text format, you do not \_\_\_\_\_ each paragraph.
- (A) Margin
  - (B) Indent
  - (C) Transition
  - (D) Punctuation
17. The formal greeting with which a business letter begins is called \_\_\_\_\_.
- (A) Salutation
  - (B) Body copy
  - (C) Subject
  - (D) Reference

18. Technical accuracy of language means:
- (A) Direct narrative
  - (B) Active voice
  - (C) Simplicity
  - (D) Correctness of grammar, spelling, and punctuation
19. Which sentence illustrates the “you” attitude?
- (A) So that your order can be completed promptly, please send another copy of the requisitions
  - (B) we offer the printer cartridges in three colors: black, and green
  - (C) We are pleased to announce our new flight schedule from Atlanta to New York, which is any hour on the hour
  - (D) All of the above
20. Which of these is not type of listening?
- (A) Critical listening
  - (B) Empathic listening
  - (C) Informational listening
  - (D) Integrative listening
21. Which of the following statements about teleconferencing is true?
- (A) It offers speed, lower cost, and increased access to other employees
  - (B) It overcomes time zone barriers and provides a hard copy of the message
  - (C) It is best for informational meetings. but is ineffective for negotiation
  - (D) It replaces short memos or phone calls that need no response
22. 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

23. Which of the following is not one of the steps in the three-step writing process?
- (A) Brainstorming
  - (B) Completing
  - (C) Writing
  - (D) Planning
24. 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
25. Which of the following is not a result of increased globalization and workforce diversity?
- (A) An understanding of the laws in other countries
  - (B) A need to communicate with people who speak different language
  - (C) Enhanced professional image
  - (D) An awareness of different business practices around the world.
26. Which of the following is not a key components of resume?
- (A) Academic credentials
  - (B) Employment history
  - (C) Name and address
  - (D) Names of previous supervisors
27. Which of the following is an example of something that you could do be make your business writing more effective?
- (A) Replace the phrase “prior to the start of” with the word “before”
  - (B) Replace the word “repeat” with the phrase “repeat again” for greater emphasis
  - (C) Replace the phrase “modern equipment” with “modern up-to date equipment” for greater emphasis
  - (D) Replace the word “fundamentals” with the phrase “basis fundamentals” for greater emphasis

28. 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
29. What step in the communication process allows you to evaluate your message's effectiveness?
- (A) Selection of the communication medium
  - (B) Feedback sent by the receiver to the sender
  - (C) Decoding of the message by the receiver
  - (D) Encoding of the message by the sender
30. The following can cause communication barriers except :
- (A) Emotional distractions
  - (B) Ethical communication
  - (C) Restrictive environments
  - (D) Too many messages
31. In longer messages, the first few paragraphs should establish the following except :
- (A) Recommendations
  - (B) Subject
  - (C) Organization of the material
  - (D) Purpose
32. E-mail can be used for external communication in which of the following situations?
- (A) When your audience accepts e-mail as appropriate
  - (B) In response to e-mail messages that you receive
  - (C) Both of the above
  - (D) None of the above

33. Do all of the following when you are writing sales letters except :
- (A) Gain the reader's attention
  - (B) Support your claims with evidence
  - (C) Emphasize central selling points and benefits
  - (D) All above should be used
34. 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
35. Which of these is bad practice for a report?
- (A) To include names of all respondents with contact details
  - (B) To state fieldwork dates and sample sizes
  - (C) To use a title that is short and to the point
  - (D) To have a contents page or another form of indexing
36. Reports present conclusions based on:
- (A) Impression
  - (B) Investigation
  - (C) Intuition
  - (D) Belief
37. Which of the following is not included as points to observe during demonstration ?
- (A) Set the tone for good communication
  - (B) Keep your demonstration simple
  - (C) Do not wander from the main idea
  - (D) Dragging out the demonstration

38. 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
39. Which of these reports provide information without any evaluation?
- (A) Informational
  - (B) Interpretative
  - (C) Routine
  - (D) Progress
40. After the demonstration, it is also necessary to :
- (A) Evaluate your demonstration
  - (B) Keep the demonstration simple
  - (C) Set the times limits
  - (D) Keep the sequence and content of the demonstration
41. 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
42. 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

43. Which of the should not be present in a business letter?
- (A) The name of firm or businessman
  - (B) The date
  - (C) Business jargon
  - (D) Courteous leave-taking
44. 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
45. The limitation of oral communication is that:
- (A) It is easy to be aware of our body language
  - (B) It is not effected 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
46. 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
47. 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

48. The word “memo” is a short form for:
- (A) Memory
  - (B) Memorizing
  - (C) Memorandum
  - (D) Members order
49. 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
50. The principles of effective writing include:
- (A) Brevity
  - (B) Accuracy
  - (C) Clarity
  - (D) Brevity, clarity and accuracy
51. \_\_\_\_\_ Communication is unsuitable for lengthy message.
- (A) Oral
  - (B) Written
  - (C) Vertical
  - (D) Audio visual
52. The inside address should be written :
- (A) Below the solutions
  - (B) Above the heading
  - (C) Above the salutation
  - (D) Above the date

53. Which one is not a component of a business letter ?
- (A) Reference
  - (B) Salutation.
  - (C) Subject.
  - (D) Complimentary close
54. The effective business letter must be \_\_\_\_\_.
- (A) Sender oriented
  - (B) Reader oriented
  - (C) Company oriented
  - (D) Business oriented
55. In \_\_\_\_\_ layout of letter, every line begins at left margin and thus makes each paragraph look like a distinct block message.
- (A) Full block
  - (B) Semi-block
  - (C) Simplified
  - (D) All the above
56. Which of the following is not a type of business letter?
- (A) Business enquiry
  - (B) Sales letter
  - (C) Quotations
  - (D) Reference letter
57. Chronemics is also known as \_\_\_\_\_ language.
- (A) Space
  - (B) Time
  - (C) Body
  - (D) Eye

58. 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
59. 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
60. \_\_\_\_\_ is a systematic oral exchange of information, view and opinions about a topic, 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
61. \_\_\_\_\_ of the letter consists of main message.
- (A) Heading
  - (B) Body
  - (C) Greeting
  - (D) Closing
62. Lateral communication is between
- (A) Superior and subordinate
  - (B) Same cadre of personal
  - (C) Subordinate and superior
  - (D) Among all

63. Communication between HR manager and salesman is an example of:
- (A) Horizontal Communication
  - (B) Lateral Communication
  - (C) Diagonal Communication
  - (D) Vertical Communication
64. Communication starts with :
- (A) Encoding
  - (B) Sender
  - (C) Channel
  - (D) Feedback
65. Physical Barriers to communication are \_\_\_\_\_.
- (A) Time and distance
  - (B) Interpretation of words
  - (C) Denotations
  - (D) Connotations
66. \_\_\_\_\_ is also referred to as critical / judgmental listening.
- (A) Discriminative listening
  - (B) Biased listening
  - (C) Evaluative listening
  - (D) Appreciative listening
67. \_\_\_\_\_ implies respect for the readers point of view.
- (A) Consideration
  - (B) Correctness
  - (C) Courtesy
  - (D) None

68. A report prepared in a prescribed form and presented according to an established procedure is \_\_\_\_\_ report.
- (A) Formal
  - (B) Informal
  - (C) Statutory
  - (D) General
69. List of items to be discussed and decided in a meeting is called as \_\_\_\_\_.
- (A) Resolution
  - (B) Minutes
  - (C) Invoice
  - (D) Agenda
70. Gossip and rumour are part of \_\_\_\_\_ communication.
- (A) Formal
  - (B) Informal
  - (C) Horizontal
  - (D) Vertical
71. The most basic type of listening is known as :
- (A) Discriminative listening
  - (B) Comprehension listening
  - (C) Appreciative listening
  - (D) Evaluative listening
72. \_\_\_\_\_ is something written after the letter is closed.
- (A) Copy distribution
  - (B) Enclosures
  - (C) Postscripts
  - (D) Reference

73. Business letter must possess the quality of \_\_\_\_\_.
- (A) Coherence
  - (B) Incompleteness
  - (C) Faultiness
  - (D) jargons
74. An effort to influence the attitude and feelings of others is \_\_\_\_\_.
- (A) Persuasion
  - (B) Suggestion
  - (C) Advise
  - (D) Appreciation
75. \_\_\_\_\_ refers to the special language of a trade.
- (A) Jargon
  - (B) Expression
  - (C) Colloquialism
  - (D) Suggestion
76. The \_\_\_\_\_ of the correct channel depends on the situation under which the communication takes place.
- (A) Chance
  - (B) Choice
  - (C) Change
  - (D) Channel
77. In letter writing, \_\_\_\_\_ Indicates to the reader of the letter what the \_\_\_\_\_ is about.
- (A) Solution, letter
  - (B) Subject, notice
  - (C) Body, memo
  - (D) Subject, letter

78. Which one of the following is the correct structure of the letter ?
- (A) Address, date, body, subject, signature, enclosure
  - (B) Address, of the applicant, date, salutation, subject, body, signature, enclosure
  - (C) Address, solution, date, body, subject, enclosure, signature
  - (D) Address, date, subject, body, solution, enclosure, signature
79. 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
80. A resume needs conceptualization of your \_\_\_\_\_ and \_\_\_\_\_ all into one document.
- (A) Objective experiences
  - (B) Projects, skills
  - (C) Accomplishments, experiences
  - (D) Skills, aims
81. As a means of communication, e-mails have features of the immediacy of both \_\_\_\_\_ and \_\_\_\_\_.
- (A) Reading, receiving
  - (B) Writing, sending
  - (C) Calling, receiving
  - (D) Receiving sending
82. Communication that takes place between the members of an organization within itself is \_\_\_\_\_.
- (A) External
  - (B) Formal
  - (C) Informal
  - (D) Internal

83. 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
84. Teleconferencing is not suitable for:
- (A) Meetings
  - (B) Interviews
  - (C) Problem solving
  - (D) Keeping in touch with country offices
85. Teleconferencing is most commonly used for people who are separated by:
- (A) Geography
  - (B) Age
  - (C) Gender
  - (D) Class
86. 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
87. Ability to communicate means being able to\_\_\_\_\_.
- (A) Talk confidently
  - (B) Write effectively
  - (C) Give a proper speech
  - (D) Express your ideas effectively in writing and in speech

88. Which of the following is the special report ?
- (A) Progress
  - (B) Performance
  - (C) Periodical
  - (D) F.I.R.
89. What is video conferencing ?
- (A) Sending text messages
  - (B) Pre-recorded meetings to bring business together
  - (C) Communicating using video and audio with special equipment
  - (D) In person interactive session
90. “Although we cannot replace the clocks in this case, we shall make the required repairs, charging you only 30% of the cost of repair.” This sentence will appear in a letter :
- (A) Refusing adjustment
  - (B) Offering refund
  - (C) Offering compromise
  - (D) Informing the customer that the investigation is being made
91. Which of the following is not one of the Cs of good communication ?
- (A) Correctness
  - (B) Courage
  - (C) Clarity
  - (D) Courtesy
92. Non-verbal communication is mostly :
- (A) Voluntary
  - (B) Involuntary
  - (C) Conscious
  - (D) Intended

93. In organisations connected by electronic network\_\_\_\_\_is the most effective method of communication.
- (A) Intercom
  - (B) Public address system
  - (C) Fax
  - (D) email
94. Information does not include\_\_\_\_\_.
- (A) Data
  - (B) Emotion
  - (C) Files
  - (D) Facts and figures
95. \_\_\_\_\_communication requires that both parties should be present and attentive at the same time.
- (A) Oral
  - (B) Written
  - (C) Mass
  - (D) Graphic
96. In effective communication, encoder becomes the decoder when there is :
- (A) Noise
  - (B) Audience
  - (C) Feedback
  - (D) Channel
97. \_\_\_\_\_means aspects of the voice; the way we use our voice.
- (A) Timbre
  - (B) Paralanguage
  - (C) Acoustics
  - (D) Perception

98. The process of communication is successful only when :
- (A) The receiver understands an idea as the sender intended it
  - (B) The receiver does not understand the idea as the sender intended it
  - (C) The receiver understands an idea as the sender has not intended it
  - (D) The receiver does not understand the idea as the sender has not intended it
99. Gestural communication is a \_\_\_\_\_.
- (A) Non-Verbal Message.
  - (B) Direct Conversation.
  - (C) Oral Communication
  - (D) Written
100. Grapevine communication is associated with \_\_\_\_\_ communication.
- (A) Formal
  - (B) Informal
  - (C) Horizontal
  - (D) Vertical

\*\*\*\*\*

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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.
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