

# MCM301 Solved Past Papers GURU

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## MIDTERM EXAMINATION

Fall 2008

MCM301- Communication skills (Session - 2)

Time: 60 min

Marks: 45

**Question No: 1 ( Marks: 1 ) - Please choose one**

Questions and comments that an audience is likely to raise can be anticipated by considering all of the following, except:

- ▶ Previous experience
- ▶ Rare reassurance
- ▶ Planning
- ▶ Input from associates

**Question No: 2 ( Marks: 1 ) - Please choose one**

A goodwill speech may be:

- ▶ Seemingly informative
- ▶ Presented to change attitudes
- ▶ Presented to change behaviors
- ▶ All of the given options

**Question No: 3 ( Marks: 1 ) - Please choose one**

All of the following reduces communication apprehension, except:

- ▶ Rehearsing your presentation
- ▶ Speaking more often
- ▶ Taking speech courses and workshops
- ▶ Concentrating on your nervousness

**Question No: 4 ( Marks: 1 ) - Please choose one**

Which of the following is NOT used in oral speaking style?

- ▶ Mostly long sentences
- ▶ Personal pronouns freely
- ▶ Active voice
- ▶ Contractions often

**Question No: 5 ( Marks: 1 ) - Please choose one**

How can the credibility of a presenter be increased?

- ▶ Complimenting the audience
- ▶ Demonstrating your sincerity
- ▶ All of the given options
- ▶ Being well dressed and well groomed

**Question No: 6 ( Marks: 1 ) - Please choose one**

What does gripping the lectern, having clenched fists and constant clearing of the throat convey?

- ▶ Open or confident
- ▶ Dictatorial or arrogant
- ▶ Insecure or nervous

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- ▶ Happy or pleased

**Question No: 7 ( Marks: 1 ) - Please choose one**

\_\_\_\_\_ refers to the degree of highness or lowness of a sound.

- ▶ **Pitch**
- ▶ Speed
- ▶ Volume
- ▶ Rate

**Question No: 8 ( Marks: 1 ) - Please choose one**

A story, that is not true but it perfectly illustrates the point the presenter wants to make, is called:

- ▶ Hypothetical
- ▶ Fictional
- ▶ Factual
- ▶ Genuine

**Question No: 9 ( Marks: 1 ) - Please choose one**

Which of the following could not be an appropriate beginning of speech?

- ▶ Appropriate quotation
- ▶ Asking a rhetorical question
- ▶ An ordinary story
- ▶ A startling statement

**Question No: 10 ( Marks: 1 ) - Please choose one**

To select a good topic of speech one should keep in mind all of the following, EXCEPT:

- ▶ A topic should be intriguing
- ▶ A topic should be appealing
- ▶ A topic should not tell too much about a speech
- ▶ A topic should be too vague

**Question No: 11 ( Marks: 1 ) - Please choose one**

Which of the following would be the least helpful source when conducting audience research?

- ▶ The website of the organization that has invited you to speak
- ▶ The website of the organization that has invited you to speak
- ▶ Interviews of former members of the organization to whom you are invited to speak
- ▶ News releases highlighting the organization to whom you will be speaking

**Question No: 12 ( Marks: 1 ) - Please choose one**

Determining the audience's attitude toward you as the speaker is an aspect of?

- ▶ Analyzing the audience
- ▶ Analyzing the speaker
- ▶ Analyzing the occasion
- ▶ Analyzing the audience and the speaker

**Question No: 13 ( Marks: 1 ) - Please choose one**

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Which of the following is not a demographic characteristic?

- ▶ Sex
- ▶ Age
- ▶ Cultural background
- ▶ **Attitude**

**Question No: 14 ( Marks: 1 ) - Please choose one**

Poor retention either on the part of the sender or on the part of the receiver can create problems or lead to \_\_\_\_\_.

- ▶ **Misunderstanding**
- ▶ Stronger friendship
- ▶ Better understanding
- ▶ Generous approach

**Question No: 15 ( Marks: 1 ) - Please choose one**

Which of the following is usually related to environmental factors that affect the communication?

- ▶ Listener barrier
- ▶ Sender barrier
- ▶ Physical barrier
- ▶ Resistance

**Question No: 16 ( Marks: 1 ) - Please choose one**

The sender analyzes the receiver's knowledge so that the he/she could:

- ▶ Compose the message at the proper level.
- ▶ Emphasize receiver benefits.
- ▶ Choose the approach to use in the message.
- ▶ Avoid making a negative impression.

**Question No: 17 ( Marks: 1 ) - Please choose one**

Which of the following is a type of nonverbal communication derived from the sound of the speaker's voice?

- ▶ Paralegalism
- ▶ Parallelism
- ▶ Paradigm
- ▶ Paralanguage

**Question No: 18 ( Marks: 1 ) - Please choose one**

Which of the following is NOT a form of verbal communication?

- ▶ Appearance
- ▶ Letters
- ▶ Books
- ▶ Reports

**Question No: 19 ( Marks: 1 ) - Please choose one**

Which of the following describes nonverbal communication?

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- ▶ Non-verbal communication is writing.
- ▶ Nonverbal communication is interpersonal communication through nonlinguistic means.
- ▶ Non-verbal communication is everything including your words.
- ▶ Nonverbal communication is reading.

**Question No: 20 ( Marks: 1 ) - Please choose one**

Which one of the following is not a right tip to become a better listener?

- ▶ Don't provide feedback
- ▶ Keep an open mind
- ▶ Don't jump to conclusions
- ▶ Don't let yourself be distracted by the environment

**Question No: 21 ( Marks: 1 ) - Please choose one**

The belief that your own ideas are more important or valuable than those of others is an example of which barrier to listening?

- ▶ Preoccupation
- ▶ Egocentrism
- ▶ Physical barriers
- ▶ Environmental barriers

**Question No: 22 ( Marks: 1 ) - Please choose one**

\_\_\_\_\_ is the first element in the listening process.

- ▶ Listening
- ▶ Hearing
- ▶ Filtering
- ▶ Speaking

**Question No: 23 ( Marks: 1 ) - Please choose one**

The degree to which you and others share common meanings for words will depend on:

- ▶ The extent to which you share common backgrounds and experiences
- ▶ The diversity of your backgrounds
- ▶ The extent to which you share common approaches
- ▶ None of the given options

**Question No: 24 ( Marks: 1 ) - Please choose one**

Which of the following statement about communication is correct?

- ▶ The meaning we associate with a word will be shared by those with whom we communicate.
- ▶ Effective communication skills make a significant contribution to organizational cost reduction.
- ▶ Meanings cannot be subjective.
- ▶ All of the given options

**Question No: 25 ( Marks: 1 ) - Please choose one**

Which of the following is a form of communication in which messages are sent to large, public, dissimilar, anonymous, distant audiences using some intermediate instrument of transfer?

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- ▶ Mediated communication
- ▶ Mass communication
- ▶ Interpersonal communication
- ▶ Group communication

**Question No: 26 ( Marks: 1 ) - Please choose one**

Which one of the following statement defines environmental context of interpersonal communication?

It concerns your reactions to the other person. ▶

**It deals with the psycho-social "where" you are communicating. ▶**

It is who you are and what you bring to interaction. ▶

It deals with the physical "where" you are communicating. ▶

**Question No: 27 ( Marks: 1 ) - Please choose one**

All of the following are the levels of communication, except:

Intrapersonal Communication ▶

Mediated Communication ▶

Interpersonal Communication ▶

**Frame Communication ▶**

**Question No: 28 ( Marks: 1 ) - Please choose one**

Intrapersonal communication processes depend upon communicators all of the following qualities.

**EXCEPT':**

Frame of reference ▶

Creativity ▶

Self-talk ▶

Dull approach ▶

**Question No: 29 ( Marks: 1 ) - Please choose one**

Intrapersonal communication includes:

What we think ▶

Way we think ▶

Way we communicate with ourselves ▶

**All of the given options ▶**

**Question No: 30 ( Marks: 1 ) - Please choose one**

What do you call to a tool that lets you work with individuals and groups on documents that are shared via computer?

Electronic mail ▶

Voice mail ▶

Instant messaging ▶

Computer conferencing ▶

**Question No: 31 ( Marks: 5 )**

Interpersonal communication is contextual. Discuss.

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Question No: 32 ( Marks: 10 )

How communication can play a part in increasing employ productivity and reducing cost of the organization? Explain with examples.

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