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University Department of Commerce

B.Com. Semester-I

**Subject: ENGLISH COMMUNICATION**

## **SAMPLE PAPER**

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GROUP – A

खंड - 'अ'

### **Multiple Choice Questions (बहुविकल्पीय प्रश्न)**

- Q1) Which of these is the most important tool of communication?  
a) Body language  
b) Gestures  
c) Language  
d) Posture
- Q2) Which of these factors is not required for communication growth?  
a) Growth in size of organisations  
b) Negative atmosphere  
c) Globalisation  
d) Public relations
- Q3) Which of these is the external sound present in the channels of communication?  
a) Noise  
b) Semantic problems  
c) Cultural barriers  
d) Over communication
- Q4) The information the receiver gets is called \_\_\_\_\_  
a) message  
b) output  
c) input  
d) source
- Q5) If there is no receiver, there is no \_\_\_\_\_  
a) Communication  
b) Sender  
c) Message  
d) Media
- Q6) Which of these is cheap and informative?  
a) Television  
b) Newspapers  
c) Magazine  
d) Cinema
- Q7) Orders and directives are the example of:  
a) Downward communication  
b) Upward communication  
c) Diagonal communication  
d) Horizontal communication
- Q8) A sender is the person who transmits a message.  
a) True  
b) False
- Q9) Communication is a \_\_\_\_\_  
a) one way process  
b) two way process  
c) three way process  
d) four way process
- Q10) On the \_\_\_\_\_, it is possible to get immediate feedback.  
a) letter  
b) telephone  
c) e-mail  
d) fax

- Q11) Which of these must be avoided for effective communication?  
 a) Sharing of activity  
 b) Listening  
 c) Ambiguity  
 d) Politeness
- Q12) Lateral communication is between  
 a) Superior and subordinate  
 b) Same cadre of personnel  
 c) Subordinate and superior  
 d) Among all.
- Q13) Choose the correct synonym of the given word:  
Parasite  
 a) A loss of motion  
 b) Exterminator  
 c) Disease  
 d) One that clings
- Q14) Which of the following is NOT an element of communication within the communication process cycle?  
 a) Channel  
 b) Receiver  
 c) Sender  
 d) Time
- Q15) Which of these must be avoided in any presentation?  
 a) Proper grammar  
 b) Complex words  
 c) Short sentences  
 d) Clear voice
- Q16) Express the meaning of the idiom/ phrase.  
 My friend turned a deaf ear to my tale of loss and refused to help me.  
 a) paid no heed  
 b) went far away  
 c) listened carefully  
 d) ignored
- Q17) Appeals and representations are used in \_\_\_\_\_ communication.  
 a) Horizontal  
 b) Downward  
 c) Upward  
 d) Grapevine
- Q18) Express the meaning of the idiom/ phrase.  
 A brave soldier will never show the white feather in the face of his enemy.  
 a) show signs of cowardice  
 b) act arrogantly  
 c) show intimacy  
 d) act impudently
- Q19) The following is/are non-verbal communication:  
 a) Facial expression  
 b) Appearance  
 c) Posture  
 d) All of the above
- Q20) To decode a message is to:  
 a) translate ideas into code  
 b) interpret a message  
 c) reject a message  
 d) evaluate a message
- Q21) An example of a communication channel is \_\_\_\_\_  
 a) face-to-face conversation  
 b) feedback  
 c) context  
 d) noise
- Q22) The word communication is derived from 'Communis' (Latin) which means:  
 a) Common  
 b) Community  
 c) Message  
 d) Oral speech

**GROUP – B**

**खंड – 'ब'**

**Short Answer Type Questions (लघु उत्तरीय प्रश्न )-**

- Q23) What do you understand by oral communication? Discuss its advantages.
- Q24) What does the term 'noise' means in communication?
- Q25) Why communication is important for a business organization?
- Q26) What are the different types and levels of listening?
- Q27) **One Word Substitution:**
- a) The person who knows everything-
  - b) Fear of water-
  - c) Things which cannot be read-
  - d) Something easily broken-
  - e) Fear of confined places-
  - f) A book that contains information on various subjects-
  - g) A disease which attacks many people in a particular area in one time-
  - h) A great lover of books-
- Q28) Your college has just completed 25 years of its meritorious services to society. The Students' Council of your college has decided to celebrate its Silver Jubilee. As President of the Council, write a notice in not more than 50 words for the students of your college, informing them about the Council's decision and seeking their cooperation for the success of the proposed silver jubilee celebrations.
- Q29) Draft your own resume for applying as an "Accountant" in the College
- Q30) You are the General Manager of Brakes & Brakes India Limited. You want to appoint two sales representatives for your company. Give an advertisement to be published in the classified columns of a local daily.
- Q31) Express the meaning of the following idioms/ phrases:
- a) To show a clean pair of heels-
  - b) To bite the dust-
  - c) in lieu of-
  - d) to face the music-
  - e) fair-weather friends-

**GROUP – C**

**खंड – 'स'**

**Long Answer Type Questions (दीर्घ उत्तरीय प्रश्न )-**

- Q32) Write an essay on any one of the following topics-
- a) 'Contribution of Technology in Education'
  - b) 'Importance of Communication'
  - c) 'Effects of Social Networking Sites on Youth'
  - d) 'How have Covid-19 influenced the education system of the world?'
  - e) 'Covid-19 vaccination has more cons than pros'

- Q33) What is communication process? Explain various steps involved in the process of communication.**
- Q34) Explain various barriers to communication. How do they hinder the smooth flow of communication?**
- Q35) What do you mean by written communication? Explain the advantages and disadvantages of written communication.**
- Q36) What are the various types of communication?**
- Q37) a) You are Sunil/Suman, living at 102, Ashok Nagar colony, Ranchi. Write a letter to the Chief engineer, Jharkhand State Electricity Board complaining against the frequent break down of electricity in your colony.**
- b) Write a letter to the Editor of “The Times of India”, Ranchi expressing your concern over the increase in the rate of road accident, rash driving and overcrowded road transport. You are Priya/Priyanshu living at NH-33, Mayur Vihar, Ranchi.**