**UMESCHANDRA COLLEGE**

**INTERNAL EXAMINATION-2021**

**B.Com. Semester-2 ( Hons +Gen )**

Subject: Business Communication

Full Marks : 10

Exam. Pattern : Online ( Goggle Form ) Question Pattern : MCQ

Each question bears 1 mark. Attempt all the questions by choosing one option out of four ( A, B, C & D )

1) Appeals and representations are used in ………………communication.

A) Horizontal B) Downward C) Upward D) Grapevine

2) I asked Sonu if he had done his homework. In reply, he just nodded his head. This is an example of ……..

A) Verbal communication B) Written communication

C) Gestural communication D) Grapevine

3) If a company wants to hold a meeting with its employees, it will issue a

A) Notice B) Letter C) Circular D) Report

4) Which of the following is the final element of communication process ?

A) Sender B) Feedback C) Coding D) Decoding

5) Barrier which is created deliberately is called

A) Perceptual Barrier B) Social Barrier C) Technological Barrier D) Dysfunctional Barrier

6) Letter of credit is issued by the

A) Bank B) Supplier C) Customer D) Public

7) Which of the following communication tools uses radio technology ?

A) Mobile phones B) Computer C) Fax D) Telewriter

8) State any one advantage of E-mail

A) Authenticity B) Enhances reputation & prestige

C) Complex technology D) Eliminates time barrier

9) Which of the following is not an objective of business communication ?

A) Exchange information B) Increase managerial efficiency

C) Achieve organizational target D) None of the above

10) The study of communication through touch is

A) Chronemics B) Haptics C) Proxemics D) Semantics