UNITY UNIVERSITY
FACULTY OF DISTANC EDUCATION
DEPARTMENT OF MANAGEMENT

Worksheet for Administrative and Business Communication

01

Name: _____

ID.No._____

Center:_____ Semester _____ Academic Year _____

This is a worksheet paper you are expected to do on your own. It carries 25 points. The paper should be completed and mailed to the Faculty of Distance Education. Do not try to complete the worksheet until you have covered all the lessons and exercises in the course material.

Any questions in the course that you have not been able to understand should be stated on a separate sheet of paper and attached to this worksheet then your tutor will clarify them for you.

After completing this paper, be certain to write your Name, Id No and Address on the first page and the answer sheet.

Unity University _ Faculty of Distance Education
Work sheet for Administrative and Business Communication - 01

PART I: Write TRUE if the statement is correct but FALSE if it is incorrect on the separate answer sheet provided. (1 Mark Each)

1. Top-down communication enables managers to draw on good ideas from those working at grassroots levels in an organization.
2. Unstructured interview is the type of interview which follows a pre-planned pattern.
3. While undertaking MBWA as a manager, you have to be too serious and critical for everything you see.
4. Memorandum is one of written communication means that is commonly used and be exchanged between/among organizations.
5. Spelling errors, careless omissions and the use of substandard language show the absence of concreteness in our message.

PART II: MULTIPLE CHOICE QUESTIONS. (1.5 POINTS EACH)

Instruction: Choose the best answer for each question from the given alternatives and write the letter of your choice on the answer sheet provided.

1. One of the following combinations is wrongly associated?
   A. Internal barrier - Mistrust
   B. Personal Barriers - e-mail not working
   C. Organizational Barrier - Status Relation
   D. Physical Barrier - External Noise
   E. None of the above

2. Which one of the following is not a basic character of face to face communication?
   A. Physical presence of both parties
   B. Immediate feedback
   C. Mutual attention and responsiveness
   D. Less effective as compared to telephone conversation
   E. None of the above

3. Which one of the following is not a guideline for preparing effective speech?
   A. Know the subject on which you speak
   B. Know your audience
   C. Do not try to involve the audience since they know nothing about the subject

D. Be well organized
E. Plan your conclusion carefully

4. Which of the following is a good example of horizontal flow of information in an organization?
    A. When employees give their superiors reports listing their accomplishments during the last year
    B. When, at a party, the vice-president's secretary tells the wife of one of the employees about plans for layoffs
    C. When the department heads of marketing and research get together for a meeting
    D. When a supervisor issues a statement to all subordinates explaining new travel policies
    E. None of the above
5. Of the following, one does not belong to others in relation with guidelines for effective interview:

    A. Plan appropriate questions
    B. select an appropriate setting for interview
    C. Avoid hasty judgments
    D. Give clear and honest responses
    E. None of the above
6. Which one of the following is not a misconception of listening?
    A. Listeners consider themselves as sponge that quietly absorb the speaker's thoughts
    B. Considering that the success of the presentation rests with the speaker
    C. Listener's assumption that the message contains nothing new
    D. Believing that talking has more apparent advantage than listening
    E. None of the above

7. Of the following , one should not be done ahead of a meeting:

    A. Prepare agenda of the meeting
    B. Prepare minute of the meeting
    C. Select participants
    D. Determine location
    E. None of the above

8. Meron must determine the channel for an important business message. Channel in this use can best be defined as:
   A. Primary and secondary audiences
   B. Medium through which the message is sent
   C. Selection of the direct or indirect approach
   D. None of the above

9. Who is considered to be the information seeker during an interview?

   A. The interviewer
   B. The interviewee
   C. Neither
   D. Both A and B
   E. None of the above

10. The formal greeting with which a business letter begins is called:

   A. Reference
   B. Subject
   C. Salutation
   D. Body copy

PART III: SHORT ANSWER QUESTIONS

Instruction: Give complete and precise answers for the following questions.

1. Explain the types of non-verbal communications with examples (**3 pts**)
2. Explain the difference between downward and upward communications with examples (**3 pts**)

Answer sheet

Part I: True or False Choices

1.
2.
3.
4.
5.

Part II: Multiple Choices

1. _____ 6. _____
2. _____ 7. _____

3. _____ 8. _____
4. _____ 9. _____
5. _____ 10. _____