

SMS207 TMA4 List of Questions

Latex formatted questions may not properly render

Q1 Physical noise is:

- ☐ interference from the external environment during the conveyance of the message
- ☐ the differences in the manner in which the receiver processes and interprets the message
- ☐ interference in the delivery of message due to differences in language, social and educational backgrounds
- ☐ All of the above

Q2 What is meant by the term “Noise” in communication?

- ☐ Disturbance which interferes with the transmission and understanding of a message
- ☐ Reduces the effectiveness or causes confusion or affects the clarity of the message being transmitted
- ☐ Comes in from environment
- ☐ All of the above

Q3 Semantic Noise is:

- ☐ because of excessive use of jargon and complex words
- ☐ because of psychological problems
- ☐ because of physiological problems
- ☐ All of the above

Q4 In Selective Perception:

- ☐ sub-conscious mind subjectively ‘decides’ what to accept
- ☐ stimuli considered irrelevant are ignored and rejected
- ☐ ethics are compromised
- ☐ All of the above

Q5 Filtering of Information is:

- ☐ Sender’s deliberate suppression or manipulation of information
- ☐ Concealment of information by the sender
- ☐ Unethical
- ☐ All of the above

Q6 Horizontal Communication can be defined as communication:

- ☐ between two directors
- ☐ between two managers
- ☐ between two officers
- ☐ All of the above

Q7 Information overload is when:

- ☐ information provided is more than requirements
- ☐ information is very useful for the purpose
- ☐ information is full of technical details
- ☐ All of the above

Q8 Written Communications and Oral Communications serve different purposes in different business situations and the appropriateness of any one of them would depend on the circumstances creating the need for communication. Written Communication is more appropriate when:

- ☐ the risk of distortions have bigger consequences
- ☐ proof of communications is required
- ☐ technical details need to be communicated
- ☐ All of the above

Q9 Managers are often reluctant to provide Feedback to their subordinates, because of:

- ☐ Fear for the other person's reaction
- ☐ Lack of communication skills in managers
- ☐ No interest in juniors
- ☐ All of the above

Q10 To join the internet, the computer has to be connected to an:

- ☐ Internet architecture board
- ☐ Internet society
- ☐ Internet service provider
- ☐ None of the mentioned

Q11 Kemi signs on to her school's website using a password and username. She is using:

- ☐ a portal
- ☐ a digital assistant
- ☐ a palm pilot
- ☐ iTunes

Q12 Who provide us internet?

- ☐ TCP
- ☐ ISP
- ☐ FTP
- ☐ HTTP

Q13 URL stands for:

- ☐ Universal Resource Locator
- ☐ Uniform Resource Locator
- ☐ Uniform Radio Locator
- ☐ None of the above

Q14 Email stands for:

- ☐ Easy mail
- ☐ Electronic mail
- ☐ Electric mail
- ☐ None of the above

Q15 What are the steps that are generally followed in writing of indirect communications in business?

- ☐ Explanation, safety valve, bad news, alternative suggestion, positive close

- ☐ Safety valve, alternative suggestion, explanation, bad news, positive close
- ☐ Safety valve, explanation, bad news, alternative suggestion, positive close
- ☐ Bad news, safety valve, explanation, alternative suggestion, positive close

Q16 Interpersonal Communication is said to be:

- ☐ inescapable, irreversible, complicated and contextual
- ☐ inescapable, irrevocable, complicated and contextual
- ☐ inescapable, irresponsible, complicated and contextual
- ☐ indivisible, irreversible, complicated and contextual

Q17 Inescapability of Communication refers to:

- ☐ Importance of communication
- ☐ Need of communication
- ☐ Unavoidability of communication
- ☐ All of the above

Q18 Drawbacks of communication of information through the Notice Board include:

- ☐ Notice Boards are often treated with neglect and become untidy and irrelevant with the passage of time
- ☐ At times, graffiti and objectionable remarks may be written on the Notice Boards
- ☐ Information on Notice Boards is often ignored by the employees
- ☐ All of the above

Q19 Essential components of the Communication Process are:

- ☐ Sender, Encoding, Message, Channel, Receiver, Feedback
- ☐ Sender, Encoding, Message, Medium, Receiver, Feedback
- ☐ Sender, Encoding, Message, Medium, Receiver, Feed forward
- ☐ Sender, Encoding, Message, Context, Medium, Receiver, Feedback

Q20 The 4Ps methods for succeeding at interviews include:

- ☐ Preparation, Presentation, Personality and Positive mental attitude
- ☐ Preparation, Presentation, Personality and Promotion
- ☐ Position, Presentation, Personality and Positive mental attitude
- ☐ Place, Presentation, Personality and Positive mental attitude