

1. The exchange of information for the purpose of enhancing one's life and the lives of others around him or her is termed .....
- a. Technology
- b. Communication
- c. Information
- d. Talking

**Answer: B**

**Explanation:** Communication is the exchange of information

2. Communication involves a sender and a .....
- a. Viewer
- b. Talkative
- c. Recipient
- d. Gainer

**Answer: C**

**Explanation:** Communication involves a sender and a recipient.

3. Communication is said to be effective when.....
- a. A recipient understands the sender's message
- b. A sender understands the recipient's message
- c. A sender and a recipient understand each other
- d. A recipient is vocal

**Answer: A**

**Explanation:** Communication is said to be effective when a recipient understands the sender's message and send back a feedback

4. The word communication comes from a ..... word communicare.
- a. Latin
- b. Greek
- c. French
- d. Spanish

**Answer: A**

**Explanation:** Communication comes from the Latin word communicare.

5. Communication is a ..... way process.
- a. One

- b. Two
- c. Three
- d. Four

**Answer: B**

**Explanation:** Communication is a two way process.

6. Which of these communication methods allows you to get immediate feedback?

- a. E-mail
- b. Letter
- c. Telephone
- d. SMS

**Answer: C**

**Explanation:** A telephone communication lets you get immediate feedback

7. Informal communication is also known as .....

- a. Formal
- b. Grapevine
- c. Standing
- d. Visual

**Answer: B**

**Explanation:** Grapevine is an informal or unstructured form of communication.

8. A group of people share their ideas with others in a .....

- a. Group discussion
- b. Debate
- c. One-on-one conversion
- d. Dialogue

**Answer: A**

**Explanation:** A group of people share their ideas with others in a group discussion.

9. The process of converting subject matter into symbols is .....

- a. Decoding
- b. Encoding
- c. Downloading
- d. Uploading

**Answer: B**

**Explanation:** Encoding is the process of converting subject matter into symbols.

10. The ..... of every business is communication.
- a. Lifeblood
  - b. System
  - c. Source
  - d. Backbone

**Answer: D**

**Explanation:** Communication is the backbone of every business.

11. Communication between a superior and a subordinate is called .....
- a. Upward communication
  - b. Same level communication
  - c. Downward communication
  - d. Same cadre

**Answer: C**

**Explanation:** Communication between a superior and a subordinate is called downward communication

12. Horizontal communication flows through.....
- a. Telephonic talks
  - b. Periodic meetings
  - c. Face-to- face discussions
  - d. All the above

**Answer: D**

**Explanation:** All the above are forms of horizontal communication.

13. There are .....key elements of the communication process.
- a. Three
  - b. Four
  - c. Five
  - d. Six

**Answer: C**

**Explanation:** There are five key elements of communication.

14. Communication between HR and salesmans is an example of .....  
Communication.

- a. Diagonal
- b. Horizontal
- c. Vertical
- d. Straight forward

**Answer: A**

**Explanation:** Communication between HR and salesmans is an example of a diagonal communication.

15. Both downward communication and upward communication are types of .....

- a. Horizontal communication
- b. Vertical communication
- c. Diagonal communication
- d. All the above

**Answer: B**

**Explanation:** Both downward communication and upward communication are types of vertical communication

16. Communication that takes place between employees of the same status is .....

- a. Vertical communication
- b. Diagonal communication
- c. Horizontal communication
- d. None of the above

**Answer: C**

**Explanation:** Communication that takes place between employees of the same status is horizontal communication

17. A type of communication where information and messages flow from the bottom of the organization structure to the top of the organization structure is called.....

- a. Downward communication
- b. Vertical communication
- c. Horizontal communication
- d. Upward communication

**Answer: A**

**Explanation:** A downward communication is a type of communication where information and messages flow from the bottom of the organization structure to the top of the organization structure.

18. .... Communication is the study of communication through touch.
- a. Semantics
  - b. Proxemics
  - c. Haptics
  - d. Chronemics

**Answer: C**

**Explanation:** Haptics communication is the study of communication through touch

19. A business letter begins with a formal greeting called .....
- a. Salutation
  - b. Greetings
  - c. Carbon copy
  - d. Subject

**Answer: A**

**Explanation:** A business letter begins with a formal greeting called salutation.

20. A ..... Handshake conveys confidence.
- a. Double
  - b. Firm
  - c. Mild
  - d. Loose

**Answer: A**

**Explanation:** A firm handshake conveys confidence.