

TRIBHUVAN UNIVERSITY
BIM 2nd Semester Examination 2001
Subjective Question / MGT 204: Business Communication

Full

Marks: 50

Time: 2 hours 40

Candidates are required to give their answer in their own words as far as practicable.

Attempt any five questions. All questions carry equal marks.

1. Discuss the role of communication in organized activity.
2. Give the problems of obstacles in the communication process.
3. Write short notes on a) paralanguage b) connotative meaning.
4. Write a complain letter about a defective ceiling fan you have bought.
5. Prepare a memo-report about 'College Transportation'.
6. What are the tenets of report – writing.
7. Write an essay on 'Perception and Reality'.
8. What are the preparations you require for a Job Interview?

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Full

Marks:10 [0.5*20]

Time : 20

Minutes

Tick mark (✓) the best answer choice. Please submit this answer sheet to the Invigilator

1.
 - a) We spend little time communicating than doing anything else.
 - b) We spend no time communicating than doing anything else.
 - c) We spend more time communicating than doing anything else.
 - d) We spend all our time communicating than doing anything else.
2. The real world means in the communication process
 - a) All that actually exists plus what exists in the mind.
 - b) All that actually exists and not what exists in the mind.
 - c) All that exists in the earth and not outer space .
 - d) All that exists in the mental process.
3. In the sentence. 'He doesn't know which end is up 'refers to
 - a) The top part
 - b) The bottom part
 - c) The sides
 - d) A direction relative to the ground
4. The latest fad in ladies 'fashion ins an examples of
 - a) Opinion
 - b) Attitude
 - c) Belief
 - d) None of the above
5. The phrase 'Good Morning' might get a
 - a) Negative meaning from a happy person
 - b) Positive meaning from an upset person
 - c) Positive meaning from a cheerful person.
 - d) None of the above
6. The word-meaning relationship shows that
 - a) Meaning exists in people and not in words.
 - b) Meaning exists in words and not in people.
 - c) Meaning exists in both words and people.

- d) Meaning do not exist in people or words.;
7. If the words had meaning, we would have
- One language
 - Two language
 - Many language
 - None of the above a, b or c
8. The meaning of cat is are
- An animal only
 - a spiteful woman
 - A fish
 - All of the above a, b and c
9. The words tramp, hobo, vagabond, wanderer etc. are examples of
- Connotative meaning
 - Denotative meaning
 - Both Connotative and Denotative meaning
 - Neither Connotative nor Denotative meaning
- 10.
- One must adapt to the lowest level while communicating to a diverse group.
 - One must adapt to the highest level while communicating to a diverse group.
 - One must adapt to the slightly higher level while communicating to a diverse group.
 - One must not adapt to a, b or c
- 11.
- Generally long words communicate better.
 - Generally short words communicate better.
 - Generally both long and short words do not communicate better.
 - Generally medium words communicate better.
12. One of these sentences does not show correct idiomatic usage.
- They will agree to the proposal
 - You are careful about an affair
 - You agree to person
 - You are careful with your money
13. One of these statements is not true.
- A topic sentence comes in the beginning of a paragraph
 - A topic sentence may come in the middle of a paragraph
 - A topic sentence may come at the last of a paragraph
 - A topic sentence is always the first sentence of a paragraph
14. Only one of these sentences is correct. Which one?
- The retooling period is over with.
 - This letter is equally as bad.
 - The purchasing officer has gone in search of an alternative product.
 - Our truck collided against the wall.
15. One of these sentences is not sexist. Which one?
- If customers pay promptly, they are placed on our preferred list
 - A good executive plans his daily activities
 - The committee consisted of a business, lawyer and a lady doctor
 - The postman rarely makes mistakes in delivering his mail
16. One of these statements is not true.
- In early times, the language of business was influenced by legal language
 - In early times, the language of business was influenced by legal language of the nobility
 - In early times, the language of business was conversational language
 - In early times, the language of business used 'rubber stamp' expressions
17. In an interview
- You should have a pleasing physical appearance.
 - You should indulge in certain mannerisms in your speech
 - You should cultivate your speech
 - No a) and c)
18. One of these statements is not true. In a business letter.
- Positive ways are best for letters
 - Negative words will help to command good will
 - Doing more than necessary builds goodwill
 - Anger destroys goodwill

19. One of these statements is not true.
- a) Memorandums can be informal notes
 - b) Memorandums can be formal messages
 - c) A memorandum is similar to interoffice correspondence
 - d) None of the above
20. Tick the untrue statement in the following.
- a) Paralanguage and paralinguistics are the same thing
 - b) Paralanguage examines the signals in someone's voice
 - c) You cannot identify a person's background through paralanguage
 - d) Paralanguage involves the 'how' of a speaker's voice
