

**TRIBHUVAN UNIVERSITY**  
**BIM 2<sup>nd</sup> Semester Examination 2003**  
**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.**

1. What is communication? Explain the statement, “If you cannot communicate, the organization cannot function”.
2. Why is communication imperfect?
3. We form viewpoints in five ways. Discuss them.
4. Write a Job-Application letter including your resume.
5. Prepare a memorandum on the subject of “Holding a seminar of BIM colleges”.
6. What are the guidelines for report-writing. Deal with each topic briefly.
7. What is non-verbal communication? Classify them and elaborate any two types of non – verbal communication.
8. Write short notes on any two of the following
  - a) Coherence in the letter
  - b) Avoiding Sexist language
  - c) The Blocked Mind
  - d) Guidelines for an interviewee


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**BIM 2<sup>nd</sup> Semester Examination 2003**  
**Objective Question / MGT 204: Business Communication**

**Full Marks: 10 [0.5\*20]**  
**Time: 20 Minutes**

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

1. Communication is successful when
  - a. two people give different meanings to symbols.
  - b. two people give similar meanings to symbols.
  - c. two people give varying meanings to symbols.
  - d. none of the above.
2. Encoding means:
  - a. giving meaning to messages received.
  - b. giving no meaning to messages received.
  - c. selecting symbols to convey intended messages.
  - d. selecting no symbols to convey intended messages.
3. One of these statements is not true. Which one?  
We cannot perceive infinity in reality because:
  - a. we have limited sense organs.
  - b. we perceive reality differently.
  - c. we perceive reality similarly.
  - d. our sensory organs are inadequate to cope with this complexity.
4. One of these statements is not true. Which one?  
Complete truth is a myth because:
  - a. we do not perceive reality.
  - b. We perceive reality differently.
  - c. We cannot know everything about anything.
  - d. We can know everything about anything.
5. The effectiveness of a closed-circuit television in teaching is an example of
  - a. opinion
  - b. attitude
  - c. belief
  - d. none of the above
6.
  - a. Our language structure is built on differences in our perception.
  - b. Our language structure is built on similarities in our perception.

  
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- c. Our language structure is built on variations in our perception.  
d. None of the above
7. Lexicographers means those who
- outline maps
  - compose music
  - compile dictionaries
  - write life histories
8. Connotative meanings are:
- meanings that inform us of real life objects.
  - meanings that inform us about events which we communicate.
  - meanings that inform us about similar parts of reality.
  - meanings that exist only in the mind.
9. We can unblock the mind by:
- showing or trying to prove we know everything ( 'know-all' ).
  - by hiding the truth.
  - freeing thinking from the grip of human limitations.
  - defending the blocked mind.
10. One of these sentences is not true. Which one?
- For better communication use short words.
  - For better communication favour active voice.
  - For better communication use familiar words.
  - For better communication use sexiest words.
11. One of these sentences does not sexist. Which one?
- A good secretary screens all telephone calls for her boss.
  - The committee consisted of a lawyer, a doctor and a businessman.
  - Supervisors are not responsible for such losses if they are not negligent.
  - When a customer needs service, it is his right to ask for it.
12. One of these sentences does not show correct idiomatic usage. Which one?
- Please look up her name in the directory.
  - I will agree to a proposal presented by you.
  - I will agree with him, if he his wise.
  - You must be careful about your money.
13. The style of writing business letter in the late 1800 was
- conversational
  - natural
  - legal language of the court
  - not stereotyped
14. One of these statements is not true. Which one?
- Memorandums can be formal notes.
  - Memorandums can be informal notes.
  - A memorandum can be an interoffice letter.
  - A memorandum should have a salutation and complimentary close.
15. One of these statements is not true. Which one?
- Effective oral reporting requires confidence.
  - Effective oral reporting requires bragging and over-confidence.
  - Effective oral reporting requires sincerity and friendliness.
  - Effective oral reporting requires thoroughness.
16. Only one of the following statements is true. Which one?
- You should not follow the plan for the meeting item by item.
  - Do not control time when it is limited.
  - Control those who talk too much in a meeting.
  - Do not encourage everybody to take part in a meeting.
17. One of these sentence is true in the following. Which one?  
In an interview, you are conducting,
- Do not allow the interviewee to do most of the talking.
  - Do not guide the interview through the plan.
  - You should not explain the purpose, when it is not apparent.
  - Put the interviewee at ease.
18. One of these statements is not true. Which one?
- Proxemics is personal space language.
  - Kinesics is a body language

- c. Tone language concerns the meaning of time
  - d. Paralanguage involves the “what” of words
19. The audience is put off when a speaker speaks
- a. in monotones
  - b. loudly and clearly
  - c. varying the volume of the voice
  - d. none of the above
20. One of these statements is not true. Which one?
- a. Non-verbal communication is pervasive.
  - b. Non-verbal symbols are clear and consistent.
  - c. Non-verbal communication applies primarily to face – to –face oral communication.
  - d. Non-verbal communication far outnumber the verbal.