Paper: Communication In Everyday Life
Paper no.: SEC 1
Date: 29--09-2023

Exam Name: CIA

Name:
Roll No:
Department:

Choose the correct option: 1 x 15=15

1.   (i) What is the role of the channel in communication?
              a.   To create noise
              b.   To be the source of information
              c.   To be the receiver of information
              d.   To be the medium of information exchange

        (ii) What does Netiquette stand for?
              a.   Network Technology
              b.   Network Etymology
              c.   Internet Etiquette
              d.   Internet Technology

2.   (i) What is the purpose of Netiquette in online communication?
              a.   To encourage spamming
              b.   To generate conflict among users
              c.   To construct a pleasant online environment
              d.   To disrespect others online

        (ii) What is the primary difference between hearing and listening?
              a.   Hearing involves evaluation and interpretation, while listening is passive.
              b.   Hearing is a part of listening, and listening involves the total environment.
              c.   Hearing is a broad concept, and listening is a narrow concept.
              d.   Hearing and listening are synonymous terms.

3.   (i) What is the first step in the process of listening?
              a.   Understanding
              b.   Judging
              c.   Hearing
              d.   Speaking

        (ii) What is the importance of asking questions during the listening process?
              a.   To interrupt the speaker
              b.   To show off your knowledge
              c.   To ensure you understand what the speaker has said
              d.   To dominate the conversation

4.   (i) What is one way to avoid distractions while listening?
              a.   Allow your mind to wander freely
              b.   Focus on the person shuffling papers near you

     c. Dress appropriately for the room temperature
     d. Try to keep your mind occupied and focused on the message

(ii) Which note-taking method resembles a mind map?
     a. Charting method
     b. Mapping
     c. Cornell method
     d. Outlining method

5.   (i) Which note-taking method is often associated with creating a linear hierarchy of ideas?
     a. Charting method
     b. Mapping
     c. Cornell method
     d. Outlining method

(ii) What is the primary benefit of the outlining method for organising information?
     a. It focuses on creating visual maps
     b. It emphasises summarization
     c. It provides a structured hierarchy of ideas
     d. It encourages open-ended questions

6.   (i) Listening is the process of receiving messages from oral, verbal, and non-verbal communication and _____ the same.
     a. Rejecting
     b. Ignoring
     c. Interpreting
     d. Recording

(ii) The communication process includes elements like the source, the receiver, the channel, a coding system, and _____.
     a. Feedback
     b. Distractions
     c. Noise
     d. Emotions

7.   (i) What is one benefit of taking organised notes during a meeting or presentation?
     a. It allows you to doodle without guilt
     b. It helps you look busy
     c. It improves your listening skills and retention of key points
     d. It serves as a distraction

(ii) When two friends chat about their day, what type of communication is this?
     a. Intrapersonal
     b. Interpersonal
     c. Group
     d. Mass

8.   (i) In a business meeting, employees are discussing project updates. What type of communication is this?
     a. Intrapersonal

b. Interpersonal
c. Group
d. Mass

(ii)What does body language primarily involve in non-verbal communication?
a. Words and phrases
b. Facial expressions, gestures, and postures
c. Telephone calls
d. Handwritten letter

9. (i) Effective listening increases accuracy and leads to _____ miscommunications and mistakes.
a. More
b. Fewer
c. Identical
d. Complex

(ii) Netiquette, short for Internet etiquette or network etiquette, provides guidelines for courteous communication in the _____ environment.
a. Online
b. Offline
c. Virtual
d. Physical

10. (i) In the Cornell method, what section of the notes is used for summarising information?
a. The left-hand margin
b. The main body of the notes
c. The lower section of the page
d. The right-hand margin

(ii) Which one of the following is not a note-taking method? a.
a. Charting
b. Mapping
c. Listening
d. Cornhill

11. (i) How can you provide feedback as a listener?
a. By interrupting the speaker
b. By frowning and showing disapproval
c. By dominating the conversation
d. By maintaining eye contact and smiling

(ii) _____ is a method one often uses when looking up a word in the telephone book or dictionary.
a. Skimming
b. Scanning
c. Close reading
d. Presentation

12. (i) Communication is a :
a. One time activity

b. Continuous activity
c. One month activity
d. One year activity

   (ii) The purpose of communication is to:
   a. Convey information
   b. Hinder information
   c. Delete information
   d. Alter information

13. (i) The receiver's response to the message is
    a. Language
    b. Feedback
    c. Information
    d. Barrier

    (ii) Giving a cursory glance over the headlines of a newspapers
    a. Intensive reading
    b. Scanning
    c. Extensive reading
    d. Skimming

14. (i) Which of the following is not true for listening?
    a. Listening happens in real time.
    b. The background noise in the recordings is a distraction
    c. Speaker speaks at a fast pace, sometimes,
    d. It depends on how fast you can read

    (ii) Skimming a text means.......
    a. Reading the titles to understand
    b. Reading aloud the text
    c. Reading for information
    d. Reading for meaning

15. (i) What does body language primarily involve in non-verbal communication?
    a. Words and phrases
    b. Facial expressions, gestures, and postures
    c. Telephone calls
    d. Handwritten letters

    (ii) In which type of communication does the sender aim to change the receiver's beliefs or behaviours?
    a. Informative
    b. Persuasive
    c. Intrapersonal
    d. Mass