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MCM301 Final Term Papers by Waqar (File 1)

Question No : 1 of 60

Marks: 1 (Budgeted Time 1 Min)

Intrapersonal communication processes depend upon communicators all of the following qualities, EXCEPT:

Answer (Please select your correct option)

VuAnswers.com

Frame of reference

Creativity

Self-talk

Dull approach

Made by: Waqar Siddhu

Question No : 2 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following is/are an example(s) of interpersonal communication?

Answer (Please select your correct option)

VuAnswers.com

Dialogues

Small group discussions

All of the given options

Conversations

Made by: Waqar Siddhu

Question No : 3 of 60

Marks: 1 (Budgeted Time 1 Min)

What is the one most common mistake that we make as communicators?

Answer (Please select your correct option)

VuAnswers.com

To assume that the meaning we attach to a word will be the meaning everyone else attaches to the word.

To assume that communication cannot solve all problems.

To assume that effective communication can benefit organizations.

To assume that effective communication skills make a significant contribution to organizational cost reduction.

Made by: Waqar Siddhu

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Question No : 4 of 60

Marks: 1 (Budgeted Time 1 Min)

What does Communication breakdown mean?

Answer (Please select your correct option)

VuAnswers.com

We have been ineffective in communication.

We have been effective in communication.

We have been helpful in communication.

We physically broke communication.

Made by: Waqar Siddhu

Question No : 5 of 60

Marks: 1 (Budgeted Time 1 Min)

All of the following are correct about magazines **except**:

Answer (Please select your correct option)

VuAnswers.com

Magazine articles tend to be shorter and more general.

Magazines are a type of periodical.

Magazines publish articles written for a general audience.

Articles in magazines usually include bibliographies.

Made by: Waqar Siddhu

Question No : 6 of 60

Marks: 1 (Budgeted Time 1 Min)

All of the following are the main points that are kept in mind while developing thesis, EXCEPT:

Answer (Please select your correct option)

VuAnswers.com

Clear

Logical

Equal in value

Ambiguity

Made by: Waqar Siddhu

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Question No : 7 of 60

Marks: 1 (Budgeted Time 1 Min)

Which one of the following is not the purpose of the Introduction of speech?

Adapting to the audience

Establishing your rapport or credibility with the audience

Closing your thesis

Getting the audience's attention

VuAnswers.com

Made by: Waqar Siddhu

Question No : 8 of 60

Marks: 1 (Budgeted Time 1 Min)

Which one of the following pattern is especially effective if the audience already knows that the problem exists?

Problem/solution order

Cause/effect order

Deductive order

Inductive order

VuAnswers.com

Made by: Waqar Siddhu

Question No : 9 of 60

Marks: 1 (Budgeted Time 1 Min)

Where does immediacy come from during a presentation?

Looking at your notes

Standing

Dressing with authority

Making eye contact

VuAnswers.com

Made by: Waqar Siddhu

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Question No : 10 of 60

Marks: 1 (Budgeted Time 1 Min)

While determining the order of the topics, one should review the outline, keeping all of the following questions in mind EXCEPT:

Answer (Please select your correct option)

VuAnswers.com

Are the ideas of equal importance presented in a parallel manner?

Is the sequence of the topics appropriate for the development method I am using?

Is the sequence of the topics likely to add clarity to my message?

Are related topics properly shuffled?

CO Made by: Waqar Siddhu

Question No : 11 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following is the informal report used to communicate with individuals outside an organization?

Answer (Please select your correct option)

VuAnswers.com

Letter

correct

Memo

Periodical

Magazine

Made by: Waqar Siddhu

Question No : 12 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following is true about goodwill messages?

Answer (Please select your correct option)

VuAnswers.com

Seemingly informative

Presented to change attitudes

Presented to change behaviors

All of the given options

correct

Made by: Waqar Siddhu

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Question No : 13 of 60

Marks: 1 (Budgeted Time 1 Min)

The suggested plan for a sales letter includes all of the following elements, EXCEPT:

- An opening that could detract the reader's attention
- A section that captures the reader's interest in the product or service you are selling
- A section designed to establish desire and conviction on the part of the reader
- A courteous, action-oriented closing

correct

VuAnswers.com

Made by: Waqar Siddhu

Question No : 14 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following type of memorandum reports are written in order to give explanation for something, a change in procedure, an increase in budget, or perhaps reasons for resisting any new policy?

- Progress reports
- Periodic reports
- Justification reports
- Application reports

correct

VuAnswers.com

Made by: Waqar Siddhu

Question No : 15 of 60

Marks: 1 (Budgeted Time 1 Min)

Which one of the following is not a fallacy about resume?

- The purpose of a resume is to list all your skills and abilities.
- The more good information you present about yourself in your resume, the better.
- If you want a really good resume, have it prepared by a resume service.
- The objective of a resume is to kindle the employer interest and generate an interview.

Made by: Waqar Siddhu

VuAnswers.com

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Question No : 16 of 60

Marks: 1 (Budgeted Time 1 Min)

When you receive a discourteous letter that incorrectly accuses you, the wisest approach is to:

Answer (Please select your correct option)

VuAnswers.com

Reply in a courteous manners

correct

Be offensive

Be defensive

None of the given options

Made by: Waqar Siddhu

Question No : 17 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following is not suggested for an appropriate ending of business writing (request letters)?

Answer (Please select your correct option)

VuAnswers.com

State who is to perform the desired action if the action is to be performed by someone other than the reader.

Include reader-benefit material, if appropriate.

Avoid the inclusion of negative information in the ending.

Keep the ending paragraph as long as circumstances allow.

Made by: Waqar Siddhu

Question No : 18 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following are also called periodicals?

Answer (Please select your correct option)

VuAnswers.com

Stories

Articles

Bibliography

Serials

correct

Made by: Waqar Siddhu

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Question No : 19 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following is of primary importance in writing disappointing news letters?

- Be specific
- Use a fast-start opening
- Provide explanatory details or information of primary and secondary importance.
- Negative personal expressions are avoided

correct

Made by: Waqar Siddhu

VuAnswers.com

Question No : 20 of 60

Marks: 1 (Budgeted Time 1 Min)

The direct method is adopted at organizing stage of effective business writing for which of the following purposes?

- Presenting a general statement
- Presenting an evidence
- Communicating a negative message or bad-news
- Conveying facts

correct

Made by: Waqar Siddhu

VuAnswers.com

Question No : 21 of 60

Marks: 1 (Budgeted Time 1 Min)

Beginning and closing paragraphs of the message at the drafting state are very important due to which of the following reasons?

- They are likely to be carefully scrutinized by the reader.
- They provide introduction to the topic.
- They conclude the topic under discussion.
- They help the reader to spend more time to decide.

correct

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VuAnswers.com

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Question No : 22 of 60

Marks: 1 (Budgeted Time 1 Min)

All of the following do's can be followed in preparing disappointing-news messages EXCEPT:

- Make reader action easy, if appropriate.
- Use sales-promotion material whenever appropriate.
- Use company policy as the reason for justifying the refusal.
- Offer suggestions to prevent a recurrence of the problem situation.

VuAnswers.com

correct

Made by: Waqar Siddhu

Question No : 23 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following is not a type of Memorandum Reports?

- Progress reports
- Periodic reports
- Justification reports
- Application reports

VuAnswers.com

correct

Made by: Waqar Siddhu

Question No : 24 of 60

Marks: 1 (Budgeted Time 1 Min)

Memos may be used for:

- Personnel transfers, meetings, or policy changes
- Reporting
- Press Summary
- Bibliographies

VuAnswers.com

correct

Made by: Waqar Siddhu

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Question No : 25 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following is not true for emotions?

- Emotions help us to enact social roles.
- Emotions are learned.
- Emotions are innate.
- Emotions are belief systems that guide our responses to feelings.

correct

VuAnswers.com

Made by: Waqar Siddhu

Question No : 26 of 60

Marks: 1 (Budgeted Time 1 Min)

Almost every customer who makes a claim is emotionally involved; therefore which of the following is usually the best approach for a refusal?

- Callous method
- Indirect method
- Direct approach
- Both direct and indirect approach

correct

VuAnswers.com

Made by: Waqar Siddhu

Question No : 27 of 60

Marks: 1 (Budgeted Time 1 Min)

All of the following should be mentioned while writing a speaking invitation letter, except:

- Name of the group before which the presentation will be made
- The topic of the presentation
- List of audience's names
- Amount of honorarium

correct

VuAnswers.com

Made by: Waqar Siddhu

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Question No : 28 of 60

Marks: 1 (Budgeted Time 1 Min)

In which of the following approaches we place our main idea in the opening of the letter?

Direct approach

correct

Indirect approach

Simple approach

Liberal approach

VuAnswers.com

Made by: Waqar Siddhu

Question No : 29 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following contains the background information and the primary request in a direct inquiry letter?

The middle section

The opening section

correct

The closing section

Subject line

VuAnswers.com

Made by: Waqar Siddhu

Question No : 30 of 60

Marks: 1 (Budgeted Time 1 Min)

"The information you provide will be kept strictly confidential." This statement will be placed in which of the following sections of a letter?

In closing section

correct

In the opening section

In the middle section

Subject line

VuAnswers.com

Made by: Waqar Siddhu

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Question No : 31 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following sections of direct and indirect-inquiry letters may not vary much from one another?

Answer (Please select your correct option)

VuAnswers.com

- The opening section
- The closing section
- The explanatory sections
- None of the given options

correct

Made by: Waqar Siddhu

Question No : 32 of 60

Marks: 1 (Budgeted Time 1 Min)

The suggested plan for a letter in which information about a job applicant is requested includes all of the following elements, except:

Answer (Please select your correct option)

VuAnswers.com

- An opening that mentions the name of the person who has given the reader's name as a reference.
- A list of questions that you would like to have answered.
- A rude & inappropriate closing
- A brief discussion of the common duties of the job for which the applicant has applied.

correct

Made by: Waqar Siddhu

Question No : 33 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following is a document that contains a summary of relevant job experience and education?

Answer (Please select your correct option)

VuAnswers.com

- Appointment letter
- Resume
- Resignation letter
- Leave Application

correct

Made by: Waqar Siddhu

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Question No : 34 of 60

Marks: 1 (Budgeted Time 1 Min)

The well written resume may include a persuasively arranged summary of all of the following, except:

Answer (Please select your correct option)

VuAnswers.com

Name & address

Information of family tree

correct

Career and education

Experience, skills and accomplishments

Made by: Waqar Siddhu

Question No : 35 of 60

Marks: 1 (Budgeted Time 1 Min)

All of the following qualities are sought by employer while evaluating resume of an applicant, except:

Answer (Please select your correct option)

VuAnswers.com

The person possesses strong communication skills

The person has standards of excellence

correct

The person can think in terms of result

The person can show sign of progress

Made by: Waqar Siddhu

Question No : 36 of 60

Marks: 1 (Budgeted Time 1 Min)

"We are pleased to inform you that you have been appointed as a lecturer in the Virtual University of Pakistan." The above mentioned statement can be best placed in:

Answer (Please select your correct option)

VuAnswers.com

Good-news letters

correct

Disappointing- news letters

Speaking invitation letters

Direct request letters

Made by: Waqar Siddhu

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Question No : 37 of 60

Marks: 1 (Budgeted Time 1 Min)

One of the indispensable qualities of letters of congratulation is:

Sincerity

correct

Verbose Language

Trite stilted phrases

Exaggeration

VuAnswers.com

Made by: Waqar Siddhu

Question No : 38 of 60

Marks: 1 (Budgeted Time 1 Min)

Farhan went to attend a presentation on business communication but started feeling drowsy before the presentation was over. Which of the following could be a reason behind his drowsiness?

Proper room temperature

correct

Exceptional speaking skills of the presenter

Size of the audience

Long presentation

VuAnswers.com

Made by: Waqar Siddhu

Question No : 39 of 60

Marks: 1 (Budgeted Time 1 Min)

Nonverbal cues can enhance one's interview performance. Which of the following will fall in the category of non verbal cues?

Facial expressions

Eye contact

Body language

All of the given options

correct

VuAnswers.com

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Question No : 39 of 60

Marks: 1 (Budgeted Time 1 Min)

Nonverbal cues can enhance one's interview performance. Which of the following will fall in the category of non verbal cues?

Answer (Please select your correct option)

VuAnswers.com

Facial expressions

Eye contact

Body language

All of the given options

Made by: Waqar Siddhu

Question No : 40 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following sentences has courteous wording?

Answer (Please select your correct option)

VuAnswers.com

You did not read my recent letter.

Please refer to my June 10 letter.

correct

Why didn't you read my letter?

Read my new letter.

Made by: Waqar Siddhu

Question No : 41 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following is a good replacement of word 'Spokesman' to avoid gender bias in writing?

Answer (Please select your correct option)

VuAnswers.com

Spokesperson

Narrator

Presenter

correct

Spokeswoman

Made by: Waqar Siddhu

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Question No : 42 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the given statements shows racial bias?

Answer (Please select your correct option)

VuAnswers.com

"His black assistant speaks more clearly than he does."

correct

"His assistant speaks more clearly than he does".

"His assistant speaks more clearly than every one in the organization"

"His assistant manger speaks more clearly than he does".

Made by: Waqar Siddhu

Question No : 43 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following is the most inexpensive visual aid for a presentation?

Answer (Please select your correct option)

VuAnswers.com

Computer

Video

Flip chart

correct

35 mm slides

Made by: Waqar Siddhu

Question No : 44 of 60

Marks: 1 (Budgeted Time 1 Min)

"The Jeep is in the garage that he broken". The given sentence lacks which of the following qualities of effective written communication?

Answer (Please select your correct option)

VuAnswers.com

Coherence

Unity

Emphasis

correct

Correctness

Made by: Waqar Siddhu

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Question No : 45 of 60

Marks: 1 (Budgeted Time 1 Min)

In order to achieve conciseness in writing, short names are used after using the full names. What would be the suitable short name for "Business Communication Center" out of the following options?

Answer (Please select your correct option)

VuAnswers.com

Communication Center

Business Center

Business communication

Communication in business

correct

Made by: Waqar Siddhu

Question No : 46 of 60

Marks: 1 (Budgeted Time 1 Min)

If someone is striving for completeness in writing, all the following guidelines should be kept in mind, except:

Answer (Please select your correct option)

VuAnswers.com

Provide all necessary information.

Answer all questions asked.

Give something extra, when desirable.

Give answers of only relevant questions

correct

Made by: Waqar Siddhu

Question No : 47 of 60

Marks: 1 (Budgeted Time 1 Min)

All of the following are the characteristics of an authoritarian leader, except:

Answer (Please select your correct option)

VuAnswers.com

Policy decisions are taken by the leader

Considerable status difference exists between leader and members

Leader and members function as peers

Constant direction is considered necessary by the leader for goal achievement

correct

Made by: Waqar Siddhu

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Question No : 48 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following voice qualities can distract audience members?

- Vocal emphasis
- Pleasant voice quality
- Variation in speed
- Monotone delivery

correct

Made by: Waqar Siddhu

VuAnswers.com

Question No : 49 of 60

Marks: 1 (Budgeted Time 1 Min)

Which type of communication it would be when subordinates update their superiors by telling them about problems in the workplace?

- Upward
- Horizontal
- Downward
- Lateral

correct

Made by: Waqar Siddhu

VuAnswers.com

Question No : 50 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following type of listening is used when we suspect that we may be listening to a biased source of information?

- Empathic listening
- Critical listening
- Active listening
- Preferential listening

correct

Made by: Waqar Siddhu

VuAnswers.com

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Question No : 51 of 60

Marks: 1 (Budgeted Time 1 Min)

The two basic categories of symbols in any spoken language are:

Verbal and nonverbal

correct

Spoken and unspoken

Loud and soft

Natural and synthetic

VuAnswers.com

Made by: Waqar Siddhu

Question No : 52 of 60

Marks: 1 (Budgeted Time 1 Min)

Which of the following channel of communication is used when we wish to have full control over receiver's concentration?

Person-to-person

correct

Telephone

E-mail

Instant messages

VuAnswers.com

Made by: Waqar Siddhu

Question No : 53 of 60

Marks: 3 (Budgeted Time 6 Min)

What is a functional resume?

Answer (Please [click here](#) to Add Answer)

VuAnswers.com

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Made by: Waqar Siddhu

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Question No : 54 of 60

Marks: 3 (Budgeted Time 6 Min)

In an indirect approach for writing a disappointing news letter the disappointing news is deemphasized. Discuss.

Answer (Please [click here](#) to Add Answer)

VuAnswers.com

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Made by: Waqar Siddhu

Question No : 55 of 60

Marks: 3 (Budgeted Time 6 Min)

Write down the elements of the suggested plan for writing a direct-inquiry letter?

Answer (Please [click here](#) to Add Answer)

VuAnswers.com

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Made by: Waqar Siddhu

Question No : 56 of 60

Marks: 5 (Budgeted Time 10 Min)

The use of gestures in the verbal communication process can also add meaning to the message that the sender is transmitting. Explain.

Answer (Please [click here](#) to Add Answer)

VuAnswers.com

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Made by: Waqar Siddhu

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Question No : 57 of 60

Marks: 5 (Budgeted Time 10 Min)

Review of actual business correspondence reveals that special attention should be devoted to assuring the courtesy of business communication. Discuss.

Answer (Please [click here](#) to Add Answer)

VuAnswers.com



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Made by: Waqar Siddhu


Question No : 58 of 60

Marks: 5 (Budgeted Time 10 Min)

What is the structure of an effective claim letter? Explain.

Answer (Please [click here](#) to Add Answer)

VuAnswers.com



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Question No : 59 of 60

Marks: 5 (Budgeted Time 10 Min)

Discuss the role of semantics in developing credibility in a persuasive message.

Answer (Please [click here](#) to Add Answer)

VuAnswers.com

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Made by: Waqar Siddhu

Question No : 60 of 60

Marks: 5 (Budgeted Time 10 Min)

Give an example of the Direct Method of outlining the topic of an effective business writing.

Answer (Please [click here](#) to Add Answer)

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