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Business Communication Complete MCQ Series

[According to the Latest NEP Syllabus]

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CONTENTS

S. No.	Units	Page No.
1.	Unit 1	5-20
2.	Unit 2	21-38
3.	Unit 3	39-60
4.	Unit 4	61-80

UNIT - 1

1. **The primary objective of business communication is to:**
 - (a) Entertain employees
 - (b) Exchange information effectively
 - (c) Increase business expenses
 - (d) Avoid employee interaction

Ans. (b)
2. **Business communication helps in:**
 - (a) Decision making
 - (b) Motivating employees
 - (c) Coordinating tasks
 - (d) All of the above

Ans. (d)
3. **Which of the following is an example of verbal communication?**
 - (a) Facial expressions
 - (b) Written reports
 - (c) Hand gestures
 - (d) Eye contact

Ans. (b)
4. **Nonverbal communication includes:**
 - (a) Spoken words
 - (b) Written memos
 - (c) Body language, gestures, posture
 - (d) None of the above

Ans. (c)
5. **Nodding your head while listening indicates:**
 - (a) Disagreement
 - (b) Attention and agreement
 - (c) Confusion
 - (d) Disinterest

Ans. (b)
6. **Which of the following affects the impression in communication most?**

(a) Posture	(b) Tone of voice
(c) Gestures	(d) All of the above

Ans. (d)

6 | Nobel MCQ Series

- 7. Which of the following is the correct sequence in the communication process?**
- (a) Feedback → Message → Encoding → Decoding
 - (b) Sender → Encoding → Message → Channel → Decoding → Feedback
 - (c) Message → Sender → Channel → Feedback
 - (d) Encoding → Feedback → Sender → Message **Ans. (b)**
- 8. In communication, “encoding” refers to:**
- (a) Understanding the message
 - (b) Translating thoughts into words or symbols
 - (c) Responding to the message
 - (d) Delivering the message through a channel **Ans. (b)**
- 9. Which of the following is not a barrier of communication?**
- (a) Language differences
 - (b) Physical noise
 - (c) Clear feedback
 - (d) Psychological bias **Ans. (c)**
- 10. A common psychological barrier in communication is:**
- (a) Accent
 - (b) Prejudices and attitudes
 - (c) Distance
 - (d) Technical failure **Ans. (b)**
- 11. Proximity in communication refers to:**
- (a) The closeness or distance between sender and receiver
 - (b) The color of the room
 - (c) The tone of voice used
 - (d) The type of written medium used **Ans. (a)**
- 12. Using pauses effectively during speech can:**
- (a) Confuse the audience
 - (b) Emphasize important points
 - (c) Waste time
 - (d) Reduce attention **Ans. (b)**

- 13. Colors in communication are used to:**
(a) Influence mood and perception
(b) Replace spoken words entirely
(c) Only in visual arts, not communication
(d) None of the above **Ans. (a)**
- 14. The main purpose of a public address system is to:**
(a) Make sound audible to a large audience
(b) Reduce verbal communication
(c) Replace body language
(d) Limit feedback **Ans. (a)**
- 15. Which is important while using a public address system?**
(a) Correct volume and clarity
(b) Audience engagement
(c) Microphone handling
(d) All of the above **Ans. (d)**
- 16. Effective business communication helps in:**
(a) Reducing misunderstandings
(b) Increasing employee stress
(c) Ignoring customer feedback
(d) Delaying decision-making **Ans. (a)**
- 17. Which of the following is not an objective of business communication?**
(a) Informing
(b) Entertaining
(c) Persuading
(d) Motivating **Ans. (b)**
- 18. Which of the following is spoken verbal communication?**
(a) Emails
(b) Reports
(c) Presentations
(d) Notices **Ans. (c)**

8 | Nobel MCQ Series

- 19. Advantages of verbal communication include:**
(a) Immediate feedback
(b) Permanent record
(c) Reduces noise
(d) None of the above **Ans. (a)**
- 20. Which of the following is an example of nonverbal communication?**
(a) Phone call (b) Facial expression
(c) Letter (d) Meeting agenda **Ans. (b)**
- 21. Eye contact in communication primarily indicates:**
(a) Honesty and confidence
(b) Laziness
(c) Confusion
(d) Aggression **Ans. (a)**
- 22. Which of the following gestures is considered positive in communication?**
(a) Smiling
(b) Frowning
(c) Arms crossed tightly
(d) Looking away **Ans. (a)**
- 23. Which posture is considered open and welcoming in business communication?**
(a) Arms folded across chest
(b) Leaning forward slightly
(c) Slouched back in chair
(d) Hands in pockets **Ans. (b)**
- 24. Which gesture should be avoided during a formal business meeting?**
(a) Nodding
(b) Using hands while explaining
(c) Pointing aggressively at someone
(d) Maintaining eye contact **Ans. (c)**

- 25. Feedback in communication ensures:**
(a) One-way communication
(b) Understanding and clarity
(c) Misinterpretation
(d) Delay in message delivery **Ans. (b)**
- 26. Which is a channel of communication?**
(a) Face-to-face conversation
(b) Email
(c) Telephone call
(d) All of the above **Ans. (d)**
- 27. A physical barrier in communication can include:**
(a) Noise
(b) Language differences
(c) Prejudices
(d) Misinterpretation **Ans. (a)**
- 28. Cultural differences in communication are classified as:**
(a) Physical barriers
(b) Semantic barriers
(c) Psychological barriers
(d) Technical barriers **Ans. (b)**
- 29. Which barrier occurs due to differences in understanding words or symbols?**
(a) Language barrier
(b) Physical barrier
(c) Psychological barrier
(d) Organizational barrier **Ans. (a)**
- 30. Proxemics in communication studies:**
(a) Tone of voice
(b) Physical distance and space
(c) Grammar rules
(d) None of the above **Ans. (b)**

10 | *Nobel MCQ Series*

31. **Maintaining personal space in business meetings shows:**
(a) Respect and professionalism
(b) Disinterest
(c) Aggression
(d) Confusion **Ans. (a)**
32. **Which of the following is true about pauses in speech?**
(a) Pauses make the speaker look unprepared
(b) Strategic pauses emphasize key points
(c) Pauses always confuse listeners
(d) Pauses are unnecessary in presentations **Ans. (b)**
33. **The color blue in business presentations usually conveys:**
(a) Danger
(b) Trust and professionalism
(c) Urgency
(d) Aggression **Ans. (b)**
34. **Using too much red color in communication can:**
(a) Relax the audience
(b) Signal warning or urgency
(c) Make audience sleepy
(d) Increase comprehension **Ans. (b)**
35. **Which is not important while using a PA system?**
(a) Correct volume
(b) Clear pronunciation
(c) Feedback from audience
(d) Using gestures behind audience's back **Ans. (d)**
36. **A PA system is primarily used to:**
(a) Reduce audience size
(b) Amplify voice for large gatherings
(c) Replace body language
(d) Avoid feedback **Ans. (b)**