Series

A

CODE : 19

Write here Roll Number and Answer Sheet No.

Question Booklet Sl. No.

A

Roll No.

Answer Sheet No.

Duration : 1 Hour

Total Marks : 100

Declaration by Invigilator :
I Certify that I have checked that the Roll Number and the Answer Sheet Number written by the Candidate on the question paper and the OMR Sheet are correct and the Answer Sheet Number matches the Question Booklet Number exactly.

Signature of the Invigilator with Name

Declaration by Candidate :
I undertake not to employ any unfair means in this exam. I have checked the Question Booklet Number and the Answer Sheet Number and both are identical and have been correctly entered by me wherever indicated.

Signature of the Candidate with Name

Read the following instructions carefully before you begin to answer the questions.

IMPORTANT INSTRUCTIONS TO CANDIDATES

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1. The Roll No. is a **7** digit No., the candidate needs to circle the Roll No. in the Answer Sheet.
2. The appropriate Circle should be shaded for Roll No. This should be done carefully because only the shaded circles are scanned.
3. Valuation of Answer Sheet will be done on the computer. Candidate should not make any stray marks on the Answer Sheet, tamper with or mutilate it. Otherwise it will not be evaluated.
4. Please check all the pages of the Booklet carefully. In case of any defect, please ask the Invigilator for replacement of the Booklet.
5. You must not tear off or remove any sheet from this Booklet. The Answer Sheet must be handed over to the Invigilator before you leave the Examination Hall.
6. All questions are compulsory and each Question carries **2** marks.
7. **The paper carries negative marking. For each wrong answer 0.50 mark will be deducted.**
8. This Booklet contains 50 questions.
9. Use of Calculator/Palmtop/Laptop/Other Digital Instrument/Mobile/Cell Phone/Pager is **not** allowed.
10. andidates found guilty of misconduct/using unfair means in the Examination Hall will be liable for appropriate penal/legal action.
11. **No Rough Work is to be done on the Answer Sheet and only single OMR Answer Sheet will be provided.**
12. This booklet contains **12** pages.
13. **Directions** : Each question or incomplete statement is followed by four alternative suggested answers or completions. In each case, you are required to select the one that correctly answers the question or completes the statement and blacken (●) appropriate circle a, b, c or d by Blue / Black Ball-Point Pen provided by the board against the question concerned in the Answer Sheet.
14. Mark your answer by shading the appropriate circle against each question. The circle should be shaded completely without leaving any space. The correct method of shading is given below.

Wrong Method	Wrong Method	Wrong Method	Correct Method
○ ⊗ ○ ○	○ ✓ ○ ○	○ ◉ ○ ○	○ ● ○ ○

The Candidate must mark his/her response after careful consideration, as it is not possible to change the response once it is marked.

15. There is only one correct answer to each question. You should blacken (●) the circle of the appropriate column, viz., a, b, c or d. If you blacken (●) more than one circle against any one question, the answer will be treated as wrong.
16. Use the space for rough work given at the beginning of the Question Booklet only and not on the Answer Sheet.
17. **You are NOT required to mark your answers in this Booklet. All answers must be indicated in the Answer Sheet only.**

DO NOT WRITE HERE

SPACE OR ROUGH WORK

SPACE OR ROUGH WORK

1. Rewriting the information in your own words is termed as
   (a) Verbatim (b) Paraphrasing
   (c) Summarising (d) iscussing

2. Which of these words is closest in meaning to the word 'Gracious' ?
   (a) Pretty (b) Clever
   (c) Pleasant (d) Lovely

3. It is attributing an unwanted trait or thought to someone else.
   (a) Displacement (b) Sublimation
   (c) Projection (d) Repression

4. Which of these is a positive (good) facial expression ?
   (a) Staring hard (b) Nodding while listening
   (c) Wrinkled forehead (d) Looking away from the speaker

5. It is the process by which you cause an idea or ideas to develop in your mind.
   a) Incorporation (b) Incubation
   (c) Production (d) None of the above

6. Which of the following is/are key to reading comprehension ?
   (a) Fluency (b) Vocabulary
   (c) nalytical ability (d) All of the above

7. Which one of the following is included in non-verbal communication ?
   (a) Eye contact (b) Interviewing
   (c) Conversation (d) None of the above

8. Maps and models are an example of
   (a) Oral communication (b) Written communication
   (c) Visual communication (d) All of the above

9. Which of the following is not part of audio-visual communication ?
   (a) Cinema
   (b) Internet with multimedia
   (c) Flip charts
   (d) Video conferencing

10. An informal channel of business communication which stretches throughout the organization in all directions irrespective of the authority levels
   (a) Delphi
   (b) Grapevine
   (c) Buzz
   (d) Both (a) and (c)

11. Which of the following is/are key areas of Communication in Management ?
   (a) Relationship building
   (b) Employee recognition
   (c) Employee engagement
   (d) All of the above

12. ow nice of you ! This is a _____ sentence.
   (a) Imperative sentence
   (b) Exclamatory sentence
   (c) eclarative sentence
   (d) Interrogative sentence

13. The young of the animal deer is called
   (a) Buck
   (b) Doe
   (c) Fawn
   (d) Lamb

14. Jaguars _____ run really fast. Fill in the blank by choosing the correct verb.
   (a) can
   (b) might
   (c) may
   (d) will

15. Make recommendations to management and become tools to solve problems and make decisions is termed as
   (a) Compliance report
   (b) Decision report
   (c) Progress report
   (d) Technical report

16. It gets cold _____ night. Fill in the blank by choosing the right preposition.
   (a) at
   (b) in
   (c) to
   (d) for

17. It refers to our ability to organise and monitor our own behaviour.
    (a) Self efficacy
    (b) Self-regulation
    (c) Self esteem
    (d) Self concept

18. A common method used for assessing personality is the
    (a) Focus group discussion
    (b) Interview
    (c) Survey
    (d) Questionnaire

19. Which of the following should be avoided for Business E-mail Communication ?
    (a) Using a salutation
    (b) Subject lines - clear, brief and specific
    (c) Closing with a signature
    (d) bbreviations

20. It involves a negative preconceived judgment or opinion that guides conduct or social behavior.
    (a) Stereotype
    (b) Prejudice
    (c) Notion
    (d) Assumption

21. It involves the natural aptitude or acquired proficiency to be able to perform.
    (a) isposition
    (b) Proposition
    (c) Ability
    (d) None of the above

22. One of the following is not a good tip to make a good presentation
    (a) Knowing the audience well
    (b) Preparing the content of the presentation well in advance
    (c) Having a definite purpose of the presentation
    (d) Exceeding the time limit

23. Which of the following is not a barrier for effective presentation ?
    (a) Poor organization of content
    (b) Efficient use of visual aids
    (c) Improper time management
    (d) None of the above

24. successful presentation lies in the efficient use of

(a) Textual content
(b) Verbal content
(c) Visual content
(d) All of the above

25. Which of the following points need to be noted when writing an email of complaint ?

(a) To use simple and polite language
(b) To be clear about the exact intention of the complaint
(c) To avoid sarcasm or threatening language
(d) All of the above

26. The word 'strange' is a

(a) Positive connotation
(b) Negative connotation
(c) Neutral connotation
(d) None of the above

27. There is a hole in the bucket. This sentence is a _____ sentence.

(a) Exclamatory
(b) Imperative
(c) Assertive
(d) Interogative

28. It often involves judgment of the writer and his or her credibility.

(a) Interpretive feedback
(b) Evaluative feedback
(c) Probing feedback
(d) Understanding feedback

29. Which of the following is not an element of communication within the communication process cycle ?

(a) Feedback
(b) Receiver
(c) Sender
(d) Time

30. It is representing another's work as your own.

(a) Reporting
(b) Reflection
(c) Plagiarism
(d) None of the above

31. Having conscious knowledge of your own self, capabilities, feelings and one's own character is called

(a) Self motivation
(b) Self awareness
(c) Self regulation
(d) Self confidence

32. It is an operating system developed by Microsoft.

(a) Linux
(b) Disk operation
(c) Windows
(d) Ubuntu

33. The environmental and natural conditions that act as a barrier in communication is called

(a) Interpersonal barrier
(b) Physical barrier
(c) Organisation barrier
(d) Economical barrier

34. VIRUS is an acronym for

(a) Vital Information Receiving Under Seize
(b) Vital Information Revival Under Seize
(c) Vital Information Resource Under Seize
(d) None of the above

35. ow the receiver interprets and understands the message is termed as

(a) Encoding
(b) Decoding
(c) Feedback
(d) Communication

36. It is the inner gratification, not for success or winning, but for the fulfilment that comes from having done it.

(a) Internal motivation
(b) External motivation
(c) Both (a) and (b)
(d) None of the above

37. One of the following is not an outward sign of high self-esteem

(a) Dependency
(b) An ability to solve problems
(c) n awareness of personal strengths
(d) An ability to make mistakes and learn from them

38. Which of the following statement is true about communication ?

(a) 73% of our communication is through body language

(b) 20% of communication is done using voice, tone, pauses

(c) 7% of communication is done using words

(d) None of the above

39. condition where there is opposition, disagreement between two or more people is termed as

(a) Confusion (b) Argument

(c) Conflict (d) Competition

40. Which of the factors demonstrate a strong work ethic ?

(a) Integrity (b) Sense of Responsibility

(c) Discipline (d) All of the above

41. Which of the following are the expectations of the panel when selecting the candidates through group discussion ?

(a) Reasoning (b) Leadership

(c) Flexibility (d) All of the above

42. Which one of the following is not included in the Big Five, global traits associated with work ?

(a) Extraversion (b) Conscientiousness

(c) Emotional stability d) Heredity

43. It is guided by need for achievement and need for affiliation.

(a) Physiological motivation (b) Psychological motivation

(c) Social motivation (d) Both (a) and (b)

44. A dynamic process where a small number of people engage in a conversation is called

(a) Group communication (b) Public communication

(c) Mass communication (d) Both (b) and (c)

45. It means becoming aware of your thinking process.
(a) Problem solving
(b) Critical thinking
(c) Decision making
(d) Effective communication

46. A text file containing a string of information, which is transferred by the website to the browser when we browse it
(a) Cookie
(b) Incognito
(c) Notification
(d) None of the above

47. Which of the following is not a removable disk drive ?
(a) CD
b) DVD
(c) Pen drive
(d) One drive

48. It is a network device that can receive the data, analyse it and transmit it to other networks.
(a) Hub
(b) Modem
(c) Router
(d) Repeater

49. They are designed to measure candidates' suitability for a role based on the required personality characteristics and aptitude
(a) Personality tests
(b) Psychometric tests
(c) Aptitude tests
(d) Rorschach tests

50. It is the emotional or feeling segment of attitude.
(a) Affective attitude
(b) Behavioural attitude
(c) Cognitive attitude
(d) Both (b) and (c)