



UNIT 1: INTRODUCTION TO PERSONALITY AND ITS DEVELOPMENT

1. _____ is the complex of mental characteristics that makes each of us unique from other people.
 - A. Heredity
 - B. Emotional Tone
 - C. **Personality**
 - D. None of the above
2. Our personalities developed as a result of _____.
 - A. Genetic inheritance
 - B. Environmental influences
 - C. **Both of the above**
 - D. None of the above
3. Which of the following things can have an effect on the development of an individual's personality?
 - A. Physical and mental capabilities
 - B. Health and physical appearance
 - C. Skin colour, gender, and sexual orientation
 - D. **All of the above**
4. In China, children are usually taught to _____.
 - A. think and act independently of other family members
 - B. be self-reliant rather than dependent on other family members
 - C. **think and act as a member of their family and to suppress their own wishes when they are in conflict with the needs of the family**
 - D. a and b
5. Outside of the Western World, _____.
 - A. boys are socialized essentially the same as girls
 - B. girls are rarely encouraged to learn how to do domestic chores
 - C. children who do not follow traditional gender patterns in play and other activities are rarely labeled as marginal or deviant
 - D. **none of the above**
6. Which of the following statements is true?
 - A. Ruth Benedict argued that national personality types do not exist.
 - B. **We often share personality traits with others, especially members of our own family and community.**



- C. The term modal personality refers to the personality traits shared by all members of a society.
- D. b and c
7. Largely as a result of fieldwork in the South Pacific, Margaret Mead came to the conclusion that _____ .
- A. masculine and feminine personality traits are genetically inherited
- B. culture, rather than genetic inheritance, makes women nurturing towards children and passive in response to men**
- C. Samoan culture is puritanical in that it rigidly segregates boys and girls as they are growing up and forbids them to talk about sex.
- D. b and c
8. The most common personality type within a society is _____ .
- A. a tradition-oriented personality
- B. an inner-directed personality type
- C. the modal personality**
- D. none of the above
9. David Riesman proposed that there are three common types of modal personality. Which of the following is one of them?
- A. A Christian personality
- B. An indigenous personality
- C. A cosmopolitan personality
- D. None of the above**
10. An individual's actions are most likely to be strongly controlled by conscience if they have a(n) _____ type of personality?
- A. inner-directed personality**
- B. other-directed personality
- C. neither of the above
- D. Both A & B
11. Advocates of David Riesman's concept of modal personalities suggest that the tradition-oriented personality is most common in _____ societies.
- A. small-scale**
- B. culturally diverse large-scale
- C. all types of societies
- D. no types of societies
12. Which of the following statements is true concerning personality?

- A. People have either a tradition-oriented, inner-directed, or other-directed personality--no one has a combination of traits of these different modal personalities.
- B. **Other-directed personalities are likely to be common in culturally diverse large-scale societies.**
- C. neither of the above statements is true
- D. Both A & B
13. “The relatively stable and unique ways in which people think, feel, act and behave is - -----“
- A. Heredity
- B. Emotional Tone
- C. **Personality**
- D. None of the above
14. “The pattern of enduring characteristics that differentiate one person from others, or the pattern of behaviour that makes each individual unique is -----“
- A. **Personality**
- B. Emotional Tone
- C. Heredity
- D. None of the above
15. Which of the following is a characteristic of a good personality?
- A. Enthusiastic
- B. Communication skills
- C. Persistent
- D. **All the above**
16. Biological factors determining a personality include:
- A. Heredity (genes)
- B. Biochemical changes
- C. Brain disorders
- D. **All the above**
17. Environmental factors determining a personality include:
- A. Home environment
- B. school environment
- C. Religious factors
- D. **All the above**
18. What name did Freud give to his model of the mind which comprised the Id, Ego and Superego?



- A. Genetic model
B. Unconscious model
C. **Structural model**
D. Topographical model
19. Which of the following is a technique Freud used in therapy?
A. Free association
B. Projective techniques
C. Dream analysis
D. **All of these**
20. According to Freud, what was the consequence of the physical inability of women to overcome penis envy and the reason their personality would never fully develop?
A. Their ego could never fully develop
B. **Their superego could never fully develop**
C. Their id could never fully develop
D. All of the above
21. Which of the following are criticisms of Freud's theories of personality?
A. Personality is viewed as being fixed in early childhood, which does not take into account adolescence or adulthood
B. Freud's theories often ignore the role of relationships in personality development
C. Freud's theories are often vague and untestable
D. **All of the above**
22. According to Freud, Displacement, Sublimation and Projection are all types of what?
A. Psychosocial stage of development
B. Neurotic need
C. **Defence mechanism**
D. Psychosexual stage of development
23. The id is the only component of personality that is present from birth.
A. **True**
B. False
24. The ego is the component of personality that is responsible for dealing with reality.
A. **True**
B. False
25. The conscious mind includes that we are aware of.
A. **True**



- B. False
26. The unconscious mind is a reservoir of -----
- A. Feelings
- B. Thoughts
- C. Urges
- D. **All of the above**
27. Psychosexual stages include -----
- A. Oral
- B. Anal
- C. Phallic
- D. **All of the above**
28. According to Freud, elements of a personality are -----
- A. The id
- B. ego
- C. superego
- D. **All of the above**
29. The superego is the aspect of personality that holds all of our internalised moral standards and ideals that we acquire both from parents and the society.
- A. **True**
- B. False
30. One trait that dominates a personality so much that it influences nearly everything a person does is a:
- A. Global Trait
- B. **Cardinal Trait**
- C. Specific trait
- D. Central Trait
31. Allport believed that personality is composed of ----- traits.
- A. Cardinal
- B. Central
- C. Secondary
- D. **All of the above**
32. Central traits influence, but do not determine, an individual's behaviour.
- A. **True**
- B. False



33. The founding father of modern personality theory is:
- A. Raymond Cattell (1905–98)
 - B. Sigmund Freud (1856-1939)
 - C. **Gordon Allport (1897-1967)**
 - D. Hans Eysenck (1916–97)
34. The big five model of personality contains the following dimensions:
- A. **conscientiousness, agreeableness, neuroticism, openness, extraversion**
 - B. psychoticism, neuroticism, extraversion, openness, agreeableness
 - C. openness, narcissism, psychoticism, conscientiousness, extraversion
 - D. openness, conscientiousness, extraversion, agreeableness, narcissism
35. The relationship between personality and sport performance has been under investigation for over:
- A. 10 years
 - B. 50 years
 - C. 30 years
 - D. **70 years**
36. What term did Bandura use to refer to the overall process of social learning?
- A. **Modelling**
 - B. Conditioning
 - C. Self-efficacy
 - D. Vicarious reinforcement
37. Personality is developed by environment and heredity.
- A. **True**
 - B. False
38. Important biological factors shaping personality include genes, biochemical changes and body and brain disorders.
- A. **True**
 - B. False
39. Environmental factors in shaping a personality are home, family, school, community, culture and religious factors.
- A. **True**
 - B. False
40. We can define personality as:



- A. **psychological qualities that contribute to an individual's enduring and distinctive patterns of feeling, thinking and behaving**
- B. psychological qualities that contribute to an individual's enduring and distinctive patterns of thinking
- C. psychological qualities that contribute to an individual's enduring and distinctive patterns of feeling
- D. psychological qualities that contribute to an individual's enduring and distinctive patterns of behaving
41. Compared with non-regular starters, there is evidence that athletes who are regular starters have:
- A. **higher levels of extraversion and lower levels of neuroticism**
- B. lower levels of extraversion and higher levels of neuroticism
- C. lower levels of extraversion and lower levels of neuroticism
- D. higher levels of extraversion and higher levels of neuroticism
42. Which dimension of the Big Five model is a measure of reliability?
- A. extraversion
- B. agreeableness
- C. **emotional stability**
- D. openness to experience
43. People with an internal locus of control tend to:
- A. quit their jobs more often than those with an external locus of control
- B. quit their jobs less often than those with an external locus of control
- C. **perform better on their jobs**
- D. start their own businesses
44. _____ is the degree to which people like or dislike themselves.
- A. **Self-esteem**
- B. Authoritarianism
- C. Locus of control
- D. Machiavellianism
45. According to Freud, during what stage does the superego emerge?
- A. Genital
- B. Oral
- C. **Phallic**
- D. Anal



46. Attributing one's own unacceptable thoughts or feelings to someone else is called what?
- A. Reaction formation
 - B. **Projection**
 - C. Displacement
 - D. Sublimation
47. What is the part of the personality that compels people to act in perfect accordance with moral ideals?
- A. The id
 - B. **The superego**
 - C. The pleasure principle
 - D. The reality principle
48. 6. Which one of the following statements about humanistic theories is false?
- A. They do not provide insight into the evil side of human nature
 - B. They are biased because they are based on individualistic values
 - C. **They are based on studies of people with psychological disorders**
 - D. They are difficult to test empirically
49. Which of the following is not one of the typical names assigned to the dimensions in the Five Factor Model of personality?
- A. Openness to experience
 - B. **Psychopathy**
 - C. Agreeableness
 - D. Conscientiousness
50. Geneticists believe that our personality traits, including both physical and psychological traits are inherited.
- A. **True**
 - B. False



Unit II : GLOBAL COMPETENCE AND SELF-DEVELOPMENT

1. Which of the following is the best definition of lifelong learning?
 - A. **The continuous quest to seek formal or informal education**
 - B. Learning that ends in high school
 - C. Learning that is gained through formal education only
 - D. Learning that is gained through informal education only
2. What do you mean by: “Communication is collective?”
 - A. It is made up of experiences collected over a lifetime
 - B. **It is based on social agreement**
 - C. It is an on-going process without beginning or end
 - D. It allows us to control those around us
3. Which of the following is the definition of competence?
 - A. All of the experiences collected over a lifetime
 - B. **A process whereby humans collectively create and regulate social reality**
 - C. The discriminatory response of an organism to a stimulus
 - D. The ability to monitor one’s behavior as it unfolds
4. Which of the following is the best example of goal competence?
 - A. **Ollie always acts in a socially appropriate way.**
 - B. Ollie knows what he wants, can anticipate others' objections, and thinks of effective lines of argument.
 - C. Ollie is sensitive to context and is perceptive.
 - D. Ollie has a great command of language.
5. Which of the following is the best example of message competence?
 - A. Ollie always acts in a socially appropriate way
 - B. Ollie knows what he wants, can anticipate others' objections, and thinks of effective lines of argument
 - C. Ollie is sensitive to context and is perceptive
 - D. **Ollie has a great command of language**
6. Which of the following would indicate a lack of self-competence?
 - A. Sarah has trouble coding messages
 - B. **Sarah lacks confidence and is therefore very inconsistent in her personal style**
 - C. Sarah has trouble adapting to social rules
 - D. Sarah has trouble knowing what she wants to achieve
7. When we say that we create reality through communication, we mean:



- A. Communication is a process of reflecting a pre-existing reality
- B. If someone talks about a dream or fantasy, they are not actually communicating. The content of talk must be true in order to count as communication.
- C. For two people to communicate they must agree with one another
- D. **We come to believe that the things we talk about are true**
8. Which of the following statements is true about competence?
- A. If a person has process competence, he or she will automatically have performative competence
- B. Each person must choose between process competence and performative competence; it's impossible to have both.
- C. **Performative competence refers to the ability to produce appropriate communication while process competence refers to the cognitive activity necessary to generate performance**
- D. Performative competence refers to the ability to pretend to be someone you aren't
9. Global competence is the skills, values and behaviours that prepare young people to thrive in a more diverse, interconnected world.
- A. **True**
- B. False
10. Global competence is needed for -----
- A. To live harmoniously in multicultural communities
- B. To thrive in a changing labour market
- C. To be successful in career and life
- D. **All of the above**
11. Which of the following is a feature of lifelong learning?
- A. Voluntary
- B. Self-motivated or self-initiated
- C. Doesn't always require a cost
- D. **All of the above**
12. Examples of lifelong learning are -----
- A. Developing a new skill
- B. Self-taught study
- C. Learning a new sport or activity
- D. **All of the above**
13. Self-taught study includes:
- A. learning a new language



- B. researching a topic of interest
- C. subscribing to a podcast
- D. **All of the above**
14. Benefits of lifelong learning include:
- A. Renewed self-motivation
- B. Recognition of personal interests and goals
- C. Improvement in other personal and professional skills
- D. **All of the above**
15. Whether pursuing personal interests and passions or chasing professional ambitions, lifelong learning can help us to achieve personal fulfillment and satisfaction.
- A. **True**
- B. False
16. Culture is not inherited biologically, but learnt socially by man.
- A. **True**
- B. False
17. Which of the following is a characteristic of ‘culture’?
- A. Culture is adopted, used, believed practiced or possessed by more than one person.
- B. Culture is transmissive
- C. Culture is capable of being transmitted from one generation to the next.
- D. **All of the above**
18. The benefits of learning different cultures include -----
- A. Helps Prevent and Overcome Ethnic and Racial Divisions
- B. Enhances Effective Communication
- C. Creates Opportunity to Meet New People
- D. **All of the above**
19. Which is NOT a trait of an adaptable employee?
- A. Works well with a team
- B. Can adapt to changing work conditions
- C. Flexible
- D. **Does not like change**
20. Which of the following is a strategy that can be used to maintain adaptability in the workplace?
- A. Stay calm
- B. Develop a solution



- C Keep an open mind
- D **All answers are correct**
21. For every problem a manager has, there should be a _____.
- A. **solution**
- B. reason
- C. question
- D. penalty
22. Which of the following does NOT define self-esteem?
- A. positive or negative evaluation of your self-concept
- B. **an understanding of what others think of you**
- C. sometimes dependent on the ideas, morals, and values of the family, group, and culture that the individual belongs
- D. evaluation of our personal worthiness
23. Which of the following statements is true of self-concept?
- A. We base it on the ways others react and respond to us.
- B. Our experiences are critical to our self-concept.
- C. First experiences have great emphasis on our self-concept.
- D. **All of the above.**
24. Seeking out information about someone new to make us feel better about their “unknowns” assists us with _____:
- A. interpretation
- B. dual processing
- C. **uncertainty reduction**
- D. pattern recognition
25. The process of perception involves three stages. Which of the following is NOT one of the stages?
- A. Attend to and select stimuli.
- B. **Perception-checking**
- C. Simplify your conception about the expected behavior
- D. Interpret stimuli.
26. A restaurant server gives you poor service. You surmise that he is lazy and rude when, in actuality, he just found out that his aunt went to the hospital. Your reaction is known as:
- A. forced consistency
- B. **fundamental attribution error**



- C. projection
- D. selective perception
27. The idea of “seeing what someone wants to see” could also be known as:
- A. forced consistency
- B. fundamental attribution error
- C. projection
- D. **selective perception**
28. A professor believes that since Anna gets all A’s on her papers that she is an excellent student. What the professor doesn’t know is that Anna cheats frequently and takes every short-cut she can. The professor associates Anna with being an “excellent student.” This is an example of:
- A. forced consistency
- B. fundamental attribution error
- C. **halo effect**
- D. selective perception
29. Your jealous friend is never happy for your accomplishments, but your friends who have more positive self-esteem happily support you. Instead of getting mad at your jealous friend for being so negative, you are able to let her comments roll off your back. This is an example of:
- A. **filtering messages**
- B. fundamental attribution error
- C. halo effect
- D. selective perception
30. Work and personal life influence each other by:
- A. The quality of your relationships with people in work and personal life influence each other.
- B. The satisfaction you achieve on the job contributes to your general life satisfaction.
- C. An unsatisfied job can lead to increased stress.
- D. **All of the above**
31. All of the following are sources for information that contribute to self-understanding except:
- A. Feedback from superiors
- B. Informal feedback from people
- C. **Self-evaluation traps**
- D. Feedback from co-workers



32. The major focus on self-awareness has been to emphasize the positive aspects that this can have. Self-awareness also has two negative extremes or traps. One of these traps is:
- A. Focusing on oneself can lead to increased self-esteem
 - B. **Focusing on the self can highlight shortcomings**
 - C. Focusing on oneself can lead to greater accuracy in evaluating oneself
 - D. Focusing on the self can highlight ones strengths
33. People who are confident in themselves are _____ in leadership and sales positions.
- A. **less effective**
 - B. more dissatisfied
 - C. emotionally insecure
 - D. more effective
34. In general terms, self-esteem refers to a positive overall evaluation of oneself. People with high self-esteem are likely to engage in all of the following behavior except:
- A. Volunteer to work on difficult projects
 - B. **Frequently express doubt about their ability to perform on difficult tasks**
 - C. Express a general positive attitude to life and others that they come in contact with
 - D. Likely to get involved with social activities in the organization
35. Research has shown that companies who have an educated workforce and workers who have high self-esteem are likely to exhibit increased
- A. **Behaviours that lead to a competitive advantage**
 - B. Stress levels
 - C. Wages and salaries costs
 - D. Turnover and absenteeism
36. Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem shown by all of the below behavior except:
- A. Trusting one's own capabilities
 - B. Being creative an innovative
 - C. **A feeling of dependency on the leadership for direction**
 - D. Taking personal responsibility for problems
37. All of the following are suggested ways of enhancing/developing one's self-esteem except:
- A. Take action to become aware of your personal strengths.
 - B. Minimize settings and interactions that detract from your feelings of competence.



- C. Talk and socialize frequently with people who boost your self-esteem.
- D. **All of the above are ways to enhance one's self-esteem.**
38. Self-efficacy is one of the main components of self-esteem. If a person has high self-efficacy he/she is likely to
- A. Ask for a considerable amount of help in determining how to start a difficult project.
- B. Believe that most assignments are difficult and confusing.
- C. **Believe that he/she has the ability to do what necessary to accomplish the task.**
- D. Feel that he/she lacks the skills necessary to carry out a specific task.
39. Another component of self-esteem is self-respect. This refers to how you think and feel about yourself. A person with high self-esteem would also have high self-respect and could be expected to exhibit the following behaviours:
- A. **Focus on the needs of others**
- B. Beg others for things that could be obtained from one's own efforts
- C. Highly self-absorbed with personal interests
- D. Stay in relationships where one is mentally or physically abused
40. Your body image, or your perception of your body, also contributes to your self-concept. Having a _____ body image is related to feeling confident in jobs where customer contact is required.
- A. Negative
- B. **Positive**
- C. Neutral
- D. Unfavourable
41. It is reported that people who have high self-esteem themselves can generally increase your self-esteem because these individuals usually
- A. Give honest feedback.
- B. Respect others.
- C. Respect themselves
- D. **All of the above are correct**
42. The major benefits of studying human relations involve all of the following except:
- A. Coping with personal problems
- B. Developing skills in dealing with people
- C. **Acquiring invalid information about human relation**
- D. Coping with job problems
43. The first step in understanding others is to begin by getting an understanding of
- A. Basic cognitive psychology



- B. Human relations principles
- C. **Yourself**
- D. Basic human behavior
44. One of the major consequences of high self-esteem is
- A. **Good mental health**
- B. Decreased complaints from unionized workers
- C. Increased absenteeism
- D. Increased worker involvement on teams
45. SWOT analysis is the examination of your (or your organisation's) situation by looking at
- A. Strengths
- B. Weaknesses
- C. Opportunities & threats
- D. **All of the above**
46. SWOT analysis is useful on a personal level as a way to
- A. identify areas for development
- B. as part of career discussions
- C. **Both A & B**
- D. None of the above
47. The SWOT Process includes-
- A. Identify the goal that you want to achieve
- B. Identify the personal strengths that will help you to achieve it, and the weaknesses that could prevent you
- C. Identify any personal opportunities that could enable you to achieve the goal, and also that you will be able to take advantage of when you have achieved it
- D. **All of the above**
48. Opportunities are generally external, relating to the environment and those around you, rather than you yourself.
- A. **True**
- B. False
49. A personal SWOT analysis may be more useful if you focus on a specific goal or problem that you want to address.
- A. **True**
- B. False



50. A business SWOT analysis is stronger if it draws on evidence from outside the organisation, such as independent market research, or views from customers.

A. **True**

B. **False**



UNIT III : DEVELOPMENT OF SOCIAL AND INTERPERSONAL SKILLS

1. To communicate easily and effectively with your readers, how many number of principles communication are applied
 - A. Nine
 - B. **Seven**
 - C. Eleven
 - D. Six
2. A letter that completes a valid contract between a buyer and a seller is called.
 - A. An order letter
 - B. **An acknowledgment letter**
 - C. An inquiry
 - D. A sales letter
3. In order to understand verbal and nonverbal communication which of the following things should we do?
 - A. Accept cultural differences
 - B. Studying your own culture
 - C. Learn about other cultures
 - D. **All of the above**
4. It refers to the behavioral characteristic, typical of a group, it can be defined as all the ways of life including arts, beliefs and institutions of a population that are passed down from generation to generation. Match this statement with one of the following concepts
 - A. **Culture**
 - B. Communication
 - C. Social lag
 - D. Norms
5. They maintain friendly, pleasant relations with you, regardless, whether you agree with them or not. Good communicators command your respond and goodwill. You are willing to work with them again, despite their differences.

Match the above statement with one of the followings:

 - A. Precision
 - B. Credibility
 - C. Control
 - D. **Congeniality**
6. When the company thinks your audience will be interested in what you have to say or willing to cooperate, it usually opts for



- A. Indirect approach
- B. **Direct approach**
- C. Neutral approach
- D. Modern approach
7. AIDA plan stands for
- A. **Attention, interest, Desire, Action**
- B. Authority, Interest, Disclose,
- C. Accuracy, Internal Distinct,
- D. Attention Action, Interest, Desire, Authority
8. Leadership roles first emerge in which of the following kinds of communication?
- A. interpersonal communication
- B. **small group communication**
- C. face-to-face public communication
- D. media-like cell phones and instant messenger
9. Another name for interpersonal communication is:
- A. mass communication
- B. face to face public communication
- C. **dyadic communication**
- D. virtual reality
10. When your text says that interpersonal communication can be thought of as a constellation of behaviours, it means that
- A. **It is important to understand the joint actions people perform when they are together**
- B. It is important to understand how people label and evaluate relationships.
- C. It is important to understand the opposing forces that pull communicators in different directions.
- D. None of the above; interpersonal communication is not a constellation of behaviours
11. Which of the following social roles are most likely relationships of choice?
- A. **lovers**
- B. classmates
- C. family members
- D. teachers
12. The degree to which you sense the potential for developing a relationship with someone is referred to as_____.



- A. potential attraction
- B. long-term maintenance attraction
- C. interpersonal attraction
- D. **short-term initial attraction**
13. Which of the following statements represents the notion of the reciprocation of liking?
- A. **We like those who like us.**
- B. We like those who are in close proximity to us.
- C. We like those who are similar to ourselves.
- D. We like those who are charismatic
14. The ability to get another person to do what you want is called _____.
- A. interpersonal manipulation
- B. interpersonal communication
- C. interpersonal dependence
- D. **interpersonal power**
15. All of the following might be involved in non-verbal communication except -----
- A. Gaze
- B. **Phone Messages**
- C. Gestures
- D. Facial Expressions
16. Communication in small groups is _____ communication
- A. **interpersonal**
- B. public
- C. dyadic
- D. intrapersonal
17. In _____ the word has to be right and accurate
- A. tone
- B. stress
- C. **diction**
- D. pitch
18. Oral Communication is also known as _____.
- A. **Verbal**
- B. Non-Verbal
- C. Formal

- D. Informal
19. _____ verbs convey emotion beyond the literal meanings of the words.
- A. **Action**
- B. Irregular
- C. Regular
- D. Auxiliary
20. 'Good morning, may I speak to the director, please' is an example of _____ register.
- A. Casual
- B. Frozen
- C. **Formal**
- D. Intimate
21. Action words help to give an impression of a _____ person
- A. **positive**
- B. negative
- C. passive
- D. cynical
22. 'How is my little kutty?' is a _____ register.
- A. Casual
- B. **Intimate**
- C. Formal
- D. Frozen
23. Using gestures of understanding is one of the _____ indicator.
- A. **positive**
- B. negative
- C. idle
- D. irrelevant
24. _____ verbs describe specifically what the subject of the sentence is doing.
- A. **Action**
- B. Regular
- C. Irregular
- D. Non-finite
25. _____ often refers to the degree of formality of language.



- A. Dialect
B. Diction
C. **Register**
D. Intonation
26. Language that does not change is _____ register.
A. casual
B. intimate
C. **frozen**
D. consultative
27. _____ thinking is the fundamental of ethical communication.
A. Irresponsible
B. **Responsible**
C. Rash
D. Immoral
28. Non-Verbal communication is the sending or receiving of _____ messages.
A. Verbal
B. Written
C. **Wordless**
D. Voice
29. _____ listening involves listening with all senses.
A. **active**
B. persuasive
C. passive
D. inactive
30. There are _____ basic reasoning skills.
A. one
B. three
C. **four**
D. five
31. Communication is a _____
A. one way process
B. **two way process**
C. three way process.



- D. four way process
32. The main objective of communication is _____
- A. **information and persuasion**
- B. skill and personality development
- C. control and management
- D. seeing
33. The downward communication flow from
- A. a subordinate to a superior
- B. a subordinate to a subordinate
- C. a superior to a superior
- D. **a superior to a subordinate**
34. _____ channel of communication called the grapevine.
- A. formal
- B. **informal**
- C. horizontal
- D. vertical
35. Examples of oral communication _____
- A. letter
- B. e-mail
- C. **telephone**
- D. fax
36. How to make audio-visual communication effective?
- A. **the pictures are colourful.**
- B. clearly written
- C. speak politely
- D. silent
37. Communication saves time in
- A. internal communication
- B. interview
- C. **oral communication**
- D. schedule
38. Interpretation of data is followed by ____
- A. recommendation



- B. **suggestion**
- C. conclusions
- D. complaint
39. Communication network in any organization is _____
- A. **internal & external**
- B. verbal & written
- C. oral & non-verbal
- D. feedback
40. Empathy leads to _____
- A. greater receptivity
- B. more involvement
- C. **greater focus**
- D. causality
41. Informal communication is otherwise known as _____
- A. person to person communication
- B. **internal communication**
- C. external communication
- D. Authoritative communication
42. Facial expressions and gestures are known as _____
- A. face to face communication
- B. **oral communication**
- C. both 1 & 2
- D. Multimedia communication
43. Communication in an organization should ideally flow _____
- A. **from top to bottom**
- B. from bottom to top
- C. both ways
- D. horizontally
44. The official record of the proceeding of a meeting is known as _____
- A. **agenda**
- B. minutes
- C. prospectus
- D. report



45. The value mail e-mail, video conferencing etc. some of the ___based media of communication.
- A. computer
 - B. traditional
 - C. **science**
 - D. rules
46. Effective communication can only be achieved when ____
- A. **the audience is understood**
 - B. feedback is encouraged
 - C. thoughts are organized
 - D. systematic delivery of speech
47. ___is an authoritative communication
- A. **order**
 - B. persuasion
 - C. advice
 - D. counselling
48. An effort to influence the attitude and feeling of others is ____
- A. **persuasion**
 - B. suggestion
 - C. advice
 - D. appreciation
49. A motivated worker does not need much ____
- A. **supervision**
 - B. encouragement
 - C. advice
 - D. suggestion
50. Words that have more than one meaning are called as ____
- A. **equivocal terms**
 - B. jargon
 - C. triggers wards
 - D. biased language

UNIT IV : PROJECTING A POSITIVE SOCIAL IMAGE

1. A _____ speaker looks into the eyes of the audience.
 - A. **confident**
 - B. impatient
 - C. rude
 - D. impolite
2. Which of these may convey arrogance?
 - A. **Jointed finger tips**
 - B. A shoulder shrug
 - C. A pointed finger
 - D. Hands swinging loosely
3. A pointed finger may be a gesture of accusation.
 - A. **True**
 - B. False
4. The tone of the speaker should be _____.
 - A. loud
 - B. **clear**
 - C. low
 - D. soft
5. During practice, by how much should the speech be lengthened?
 - A. **2 to 5 %**
 - B. 6 to 10 %
 - C. 7 to 11 %
 - D. 9 to 13 %
6. A speech must be prepared with _____ in mind.
 - A. the result
 - B. praise
 - C. **an audience**
 - D. admiration
7. A speech must advance _____.
 - A. dishonesty
 - B. **truth**
 - C. aggressiveness



- D. negativity
8. Which of these is important in having mutual understanding with colleagues?
- A. **Effective listening**
- B. Speaking
- C. Talking
- D. Writing
9. Which of these does NOT enhance listening skills?
- A. Attention
- B. Frankness
- C. Clear perception
- D. **Ignoring**
10. Participant should listen to the opinions expressed by others with respect.
- A. **True**
- B. False
11. Locus of control refers to _____.
- A. how much control the events that affect you have over you
- B. **how much control you believe you have over the events that affect you**
- C. being able to control how you feel when stressed
- D. being unable to control how you feel when stressed
12. If you find yourself frequently saying “I don’t have time,” you likely have a (n) _____ locus of control.
- A. **external**
- B. internal
- C. natural
- D. artificial+
13. What will probably happen if you try to use your memory as your only planner?
- A. You will concentrate primarily on your social activities
- B. You will concentrate primarily on your academic responsibilities
- C. You will become more focused and better organized
- D. **You will probably forget important events and deadlines**
14. A (n) _____ is a calendar that shows all the important dates that are specific to your campus.
- A. day planner
- B. monthly planner



- C. **academic calendar**
- D. electronic calendar
15. Which of these are commonly found on an academic calendar?
- A. Family birthdays
- B. **Add/drop deadlines**
- C. Reading assignments
- D. Study group meeting times and dates
16. Jenna is using her cell phone's electronic calendar to map out her various deadlines, school and work schedules, and social commitments. What should Jenna do as she enters her information?
- A. Include no more than one commitment per day.
- B. List her work hours first because that should be her highest priority.
- C. Include tasks related to her daily routine, such as meals and showering.
- D. **Use a different colour for each category (school, work, social obligation, etc.).**
17. What should you do if you look ahead on your calendar and see that you have a research paper due the same week as a test?
- A. Plan to focus on the research paper because research papers are more important than tests
- B. Plan to focus on the test because tests are more important than research papers
- C. **Find time to finish some other assignments early to free up extra study time**
- D. Ask one of the instructors to change the date of the test or paper to give you more time
18. A good time manager allows for emergencies by _____.
- A. **finishing assignments before actual due dates**
- B. creating monthly planners instead of weekly planners
- C. refraining from rearranging the schedule under any circumstances
- D. working off-campus only on the weekends
19. How often should you check your calendar?
- A. Three to five times each day
- B. **Once or twice each day**
- C. A few days a week
- D. Once a week
20. An example of using your study time wisely is _____.
- A. **using your waiting time to review**
- B. multitasking



- C. waiting until the end of the day to review
D. setting unfeasible study goals
21. Public speaking is addressing a gathering.
A. **True**
B. False
22. Public speaking is only verbal activity.
A. True
B. **False**
23. Which of these should be avoided for an effective speech?
A. Determination of the purpose
B. Selection of message
C. **Lack of interest**
D. Selection of theme
24. Which of these factors is not required to determine the purpose of speech?
A. Providing information
B. **Discouragement**
C. Accepting ideas
D. Entertainment
25. Which of these ingredients is not required for selection of theme?
A. Planning
B. **Disorganisation**
C. Preparation
D. Organisation
26. Which of these should be avoided for an effective speech?
A. Planning of speech
B. Preparation of speech
C. **Long sentences**
D. Organisation
27. Which of these should be avoided during the delivery of a speech?
A. Confidence
B. Clarity
C. Pauses
D. **Rudeness**



28. Which of these is not a type of public speech?
- A. Short speech
 - B. Informal speech
 - C. **Written speech**
 - D. Professional speech
29. What is the maximum time for a short speech?
- A. **Ten minutes**
 - B. Thirty minutes
 - C. Forty- five minutes
 - D. One hour
30. Which of these does **NOT** come under short speech?
- A. Introducing dignitaries
 - B. **Presenting reports**
 - C. Giving a briefing
 - D. Presenting an award
31. Which of these is not a type of means of speech delivery?
- A. Reading
 - B. Memorization
 - C. **Scolding**
 - D. Impromptu
32. Which of these is not a medium for e-mail?
- A. Intranet
 - B. Internet
 - C. Extranet
 - D. **Paper**
33. Which of these defined the internet?
- A. **The Federal Networking Council**
 - B. The Federal Network Council
 - C. The Federal Networking Committee
 - D. The Federal Network Committee
34. Intranet is a company's internal web.
- A. **True**
 - B. False



35. Extranet is a web within a web.
- A. **True**
- B. False
36. Which of these is not used by intranet?
- A. TCP
- B. **BSNL**
- C. IP
- D. HTTP
37. Which of these is the easiest way of communication?
- A. **E-mail**
- B. Telephone
- C. Fax
- D. Letter
38. Which of these do not provide free E-mail?
- A. Hotmail
- B. Rediff
- C. **WhatsApp**
- D. Yahoo
39. Which of these should be avoided in an E-mail?
- A. **Wrong E-mail address**
- B. Subject line
- C. Smileys
- D. Re-reading
40. If your cell phone rings while you are sitting at the table...
- A. Don't worry! Answer the call as long as you apologize later
- B. **Turn off or silence your phone and other electronic devices before entering the restaurant or the host's house**
- C. Only women can have items such as a handbag, purse and cell phone at the table
- D. None of the above
41. Should I help to clean up when the meal ends?
- A. I should help the hostess.
- B. I should clear my own plate.
- C. **I don't have to help.**



- D None of the above
42. At a business meeting in Russia, your host offers you vodka, but you only drink wine spirits. Should you:
- A. **Accept the vodka, but not drink any of it.**
- B. Politely refuse, and expect your host to understand.
- C. Politely accept the vodka and pour it out when your host is not looking.
- D None of the above
43. When conducting business in Australia, it is best to:
- A. Act like a local and use as much slang as possible.
- B. **Not waste anyone's time; be punctual and direct.**
- C. Purchase local beer and take it to all meetings as a gift
- D None of the above
44. You have arrived at a business meeting in South Korea, and are going to meet the company's president. You should:
- A. Look him in the eye and extend your hand for a handshake
- B. **Bow and wait for him to initiate the handshake**
- C. Nod your head slightly
- D None of the above
45. After meeting a prospective client in China, she gives you her business card. You should:
- A. Copy her information and leave the card on the table
- B. **Put it away only after carefully studying its details**
- C. Hand it back to her after memorizing her information
- D None of the above
46. What colour ink is best for business cards in China?
- A. Green
- B. Black
- C. **Gold**
- D None of the above
47. In Japan, you should accept a business card with ...
- A. **both hands**
- B. the left hand
- C. the right hand
- D All of the above



48. Which of these should you avoid doing in Brazil?
- A. **Initially using first names**
 - B. Eye contact
 - C. Asking about family
 - D. All of the above
49. Which of these is probably the most important factor to bear in mind when doing business in Brazil?
- A. Brazilians are very wary of foreigners
 - B. **Business is only really done with people they like and trust**
 - C. Brazilians take a very relaxed approach to business
 - D. None of the above
50. Which of these should you avoid in China?
- A. **Touching and physical contact**
 - B. Speaking about family
 - C. Silence during conversations
 - D. All of the above