

QUESTION FOR ONLINE EXAM

Master in Library and Information Science

Jamshedpur Women's College, Jamshedpur

Semester-4

Paper-MLIS-22(Set-A)

Paper Name- Effective Communication skills

Full Marks-40

Time Duration-1hrs

SECTION-A OBJECTIVE QUESTIONS 10x1=10

1. The main objective of communication is _____.
 - A. information and persuasion.
 - B. skill and personality development.
 - C. control and management.
 - D. seeing.
2. 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.
3. Physical Barriers to communication are _____.
 - A. time and distance.
 - B. interpretation of words.
 - C. denotations.
 - D. connotations.
4. A memo is an example for _____.
 - A. internal communication.
 - B. external communication.
 - C. lateral communication.
 - D. Written communication.
5. Business letter must possess the quality of _____.
 - A. coherence.
 - B. incompleteness.
 - C. faultiness.
 - D. jargons.
6. The official record of the proceeding of a meeting is called _____.
 - A. minutes.
 - B. notice.
 - C. both 1 & 2.
 - D. notes.

7. -----is usually indicated if anything is to be attached to a letter.
- A. appendix.
 - B. annexures.
 - C. index.
 - D. enclosures.
8. What kind of information must be included in a resume?
- A. work experience.
 - B. education.
 - C. affiliation and membership.
 - D. letter of recommendation.
9. The minimum number of members necessary for a meeting is called as _____
- A. quorum.
 - B. resolution.
 - C. proxy.
 - D. prospectus.
10. -----reports are prepared and presented at regular and prescribed intervals
- A. periodic reports.
 - B. special reports.
 - C. informal reports.
 - D. non-periodical reports.

SECTION-B VERY SHORT QUESTIONS 5x2=10

- 1.What is a press release?
- 2.What is an Agenda?
- 3.How group discussion is helpful in personality development?
- 4.Forms of writing communication used by an Organisation.
- 5.What are the uses of E-Mail Account?

SECTION-C SHORT QUESTIONS 4x5=20

Write short notes on the following questions in 150 words:-

- 1.What are the features of an effective presentation?
 - 2.How to Prepare for a Special Occasion speech?
 - 3.How Group Discussion is helpful for Personality Development?
 - 4.How effective writing skill is important for University students?
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