

# QUESTION FOR ONLINE EXAM

Master in Library and Information Science

Jamshedpur Women's College, Jamshedpur

Semester-4

Paper-MLIS-22(Set-B)

Paper Name- Effective Communication skills

Full Marks-40

Time Duration-1hrs

## SECTION-A OBJECTIVE QUESTIONS 10x1=10

1. Communication means \_\_\_information, feeling and thoughts, with others.
  - A. to receive
  - B. exchange of
  - C. conveying
  - D. all the above
2. Informal communication is otherwise known as \_\_\_\_\_ communication.
  - A. grapevine
  - B. lateral
  - C. visual
  - D. horizontal
3. When Respected Sir is the salutation the appropriate complimentary clause is \_\_\_\_\_.
  - A. Yours sincerely
  - B. Yours faithfully
  - C. Yours affectionately
  - D. Yours lovingly
4. A group discussion of a real life situation with in a training environment is \_\_\_\_\_.
  - A. discussion
  - B. listening
  - C. case study method
  - D. all of the above
5. The most important part of the letter is\_\_\_\_\_.
  - A. the heading
  - B. date
  - C. body of the letter
  - D. post script
6. \_\_\_\_\_reports are related to a single occasion or situation.
  - A. special
  - B. periodic
  - C. informal
  - D. formal
7. Minutes of a meeting are usually prepared by \_\_\_\_\_.
  - A. secretary
  - B. chairman

- C. shareholder
  - D. laymen
8. The letter of acknowledgement \_\_\_\_.
- A. provides a record
  - B. shows courtesy
  - C. avoids misunderstanding
  - D. serves all the above purposes
9. The official record of the proceeding of a meeting is known as \_\_\_\_.
- A. agenda
  - B. minutes
  - C. prospectus
  - D. report
10. Bio-data is enclosed with the following letter \_\_\_\_.
- A. sales letter
  - B. application letter
  - C. complaint letter
  - D. collection letter

**SECTION-B      VERY SHORT    QUESTIONS      5x2=10**

1. Full form of STD and ISD
2. What is the Meaning of Cc in E-Mail?
3. Door darshan began its service in the year-----and started colour telecast in -----year.
4. What are the features of a good communication system.
5. Difference between Cc and Bcc

**SECTION-C      SHORT      QUESTIONS      5x4=20**

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

1. What is communication? What are the main forms of communication. Explain any two of them?
2. What are the important point while writing a Notice for Library?
3. How to Prepare for a Job Interview?
4. What is E-Mail? How you can improve your professional E-mail ?