

RAN-2308000601040005
F.Y.B.Com. (Semester-I) Examination April - 2026
Multidisciplinary Course (MDC)
Business and Corporate English : Theory and Practice-I
Time: 2 Hours]
[Total Marks: 50

સૂચના : / Instructions (1) ઉપરોક્ત દર્શાવેલ વિગતો ઉત્તરવહી પર અવશ્ય લખવી. Fill up strictly the above details on your answer book. (2) All questions are compulsory. (3) Figures to right indicate marks.	Seat No.: Student's Signature
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Q-1. Answer all the following multiple-choice questions.
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- 1) Choose the incorrect statement :
A) communication is an exchange of ideas.
B) communication is an ongoing process.
C) communication is only listening.
D) communication is a two-way process.
- 2) For a meaningful communication, the sender needs to know
A) the audience
B) the objective
C) the language
D) all of these
- 3) 'Legal validity' is the advantage of
A) oral communication
B) written communication
C) verbal communication
D) none of the above
- 4) Poor retention can be overcome by
A) noting main points
B) maintaining eye contact
C) hearing
D) filtering
- 5) There would be no semantic barriers to
A) all people spoke the same language.
B) all people belonged to the same culture.
C) all people possessed good listening skills.
D) none of these.
- 6) The first step in the process of communication is
A) encoding
B) responding
C) ideating
D) receiving
- 7) Hierarchy in a company means
A) a panel for promotion
B) graded levels of employees
C) formula for calculating bonus
D) top-level management

- 8) Information overload is a
 A) barrier B) idea
 C) message D) paralanguage
- 9) The person to whom the message is transmitted is known as
 A) the audience B) the sender
 C) the receiver D) the transmitter
- 10) 'Immediate feedback' is the merit of
 A) written communication B) oral communication
 C) listening D) ideating

Q-2. A) Define communication and discuss the features of communication. 14

OR

Q-2. B) What is non-verbal communication? Discuss types of non-verbal communication. 14

Q-3. A) Discuss the principles of communication. 14

OR

Q-3. B) Discuss the barriers to communication in details. 14

Q-4. Write short notes on the following topics. (ANY TWO) 12

- 1) Types of listening.
 - 2) Barriers to effective listening.
 - 3) Process of listening.
 - 4) Difference between listening and hearing.
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