

40 Lecture - MGT211

Important Mcqs

1. Which of the following is not a component of effective communication?

- a) Sender
- b) Receiver
- c) Noise
- d) Distortion

Answer: d) Distortion

2. What is the process of receiving and interpreting messages called?

- a) Encoding
- b) Decoding
- c) Feedback
- d) Context

Answer: b) Decoding

3. Which of the following is an example of nonverbal communication?

- a) Speaking
- b) Writing
- c) Gesturing
- d) Emailing

Answer: c) Gesturing

4. Which of the following is an example of formal communication?

- a) A casual conversation
- b) A memo from a supervisor
- c) An email to a friend
- d) A phone call to a family member

Answer: b) A memo from a supervisor

5. Which of the following is a barrier to effective communication?

- a) Clarity
- b) Trust
- c) Noise
- d) Active listening

Answer: c) Noise

6. Which of the following is an example of downward communication?

- a) A manager communicating with employees
- b) Employees communicating with each other

- c) Employees communicating with managers
- d) A board member communicating with shareholders

Answer: a) A manager communicating with employees

7. Which of the following is an example of lateral communication?

- a) A manager communicating with employees
- b) Employees communicating with each other
- c) Employees communicating with managers
- d) A board member communicating with shareholders

Answer: b) Employees communicating with each other

8. Which of the following is an example of upward communication?

- a) A manager communicating with employees
- b) Employees communicating with each other
- c) Employees communicating with managers
- d) A board member communicating with shareholders

Answer: c) Employees communicating with managers

9. Which of the following is an example of informal communication?

- a) A memo from a supervisor
- b) An email to a friend
- c) A phone call to a family member
- d) A company newsletter

Answer: b) An email to a friend

10. What is the process of verifying the accuracy of information called?

- a) Feedback
- b) Clarification
- c) Encoding
- d) Decoding

Answer: b) Clarification