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