



M.Com. I Semester Degree Examination, April/May - 2023

COMMERCE

Organizational Behaviour

(CBCS)

Time : 3 Hours

Maximum Marks : 70

Note : Answer **any five** of the following questions with Question No. **1 (Q1) Compulsory**.
Each question carries **fourteen** marks.

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|----|-----|--|----|
| 1. | (a) | Define organizational behaviour. What are the various models of OB ? | 7 |
| | (b) | Organizational behaviour is both an Art and Science. Discuss. | 7 |
| 2. | (a) | Define personality. What are the determinants of personality ? | 7 |
| | (b) | Discuss the factors that influence perception of an individual. | 7 |
| 3. | (a) | What are the factors responsible for group behaviour ? Explain the types of groups. | 7 |
| | (b) | Explain about leadership styles. | 7 |
| 4. | (a) | What are the various theories of motivation ? Explain. | 7 |
| | (b) | What do you mean by Organizational Communication ? Explain its types. | 7 |
| 5. | | Explain the concept and significance of organization culture. How does it affect different aspects of organizational functions ? | 14 |
| 6. | (a) | What is Perception ? Discuss the steps involved in Perception process. | 7 |
| | (b) | How leadership qualities impact decision making ? Discuss. | 7 |
| 7. | (a) | Explain the pre-requisites of effective OD programme. | 7 |
| | (b) | What is Communication ? Explain the barriers of Communication. | 7 |
| 8. | (a) | “Stereotyping affects adversely, the organizational effectiveness” give your view point. | 5 |
| | (b) | How does organizational culture impact employee performance ? | 5 |
| | (c) | How do values impact modification of behaviour of a person ? | 4 |





M.Com. I Semester Degree Examination, April/May - 2023

COMMERCE

Indian Accounting Standards (Ind-AS)

(CBCS)

Time : 3 Hours

Maximum Marks : 70

Note : (i) Answer any **FIVE** of the following questions with **Question No. 1 (Q1) Compulsory**.
(ii) Each question carries **equal** marks.

1. (a) Describe the process of formulation of Accounting Standards in India. **7**
- (b) What are the benefits and limitations of Accounting Standards ? Discuss. **7**

2. (a) Costs generally incurred by a newly established entity includes **7**
 1. Pre-operating costs of a business facility
 2. Recipe, secret formula, models and designs, prototype
 3. Training, customer loyalty and market share
 4. An-in-house generated accounting software
 5. The design of a pilot plan
 6. Licensing, royalty and stand-still agreements
 7. Operating and broadcast rights
 8. Goodwill purchased in a business combination
 9. A Company developed patented drug approved for medical use.
 10. A license to manufacture a steroid by means of a Government grant.
 11. Cost of course taken by management in quality engineering management.
 12. A television advertisement that will stimulate the sales in the technology industry.

Which of the above mentioned costs are eligible for capitalization according to Ind AS-38 and which of them should be expensed (revenue) when they are incurred ?
- (b) Write a note on the measurement and capitalisation of the borrowing costs. **7**



3. (a) From the following details of X Ltd, for the year ended 31-3-2007, calculate the deferred tax asset/liability as per AS-12. 7

	Rs.
Accounting Profit	5,00,000
Book profit as per MAT	4,50,000
Profit as per Income Tax Act	50,000
Tax rate	30%
MAT rate	7.50%

- (b) Discuss the Recognition and Measurement aspects of Ind AS 19. 7
4. (a) Mahesh Corp. had 5,00,000 equity shares outstanding on 1-1-2010. Net profit for 2010 was Rs.12,00,000 average fair value per share during 2010 was Rs. 20. It has given share option to its employees of 1,00,000 shares at option price of Rs.15. Calculate basic EPS and diluted EPS. 7
- (b) Discuss the objective, scope and accounting treatment of Ind AS 18. 7
5. (a) The following is the data regarding six segments of J Ltd. 7

Particulars	A	B	C	D	E	F
Segment Revenue	150	310	40	30	40	30
Segment Result	25	(95)	5	5	(5)	15
Segment Assets	20	40	15	10	10	5

The Finance Director is of the view that it is sufficient that segment A and B alone be reported. Advise for reportable segment.

- (b) Write a note on Interim Financial Reporting (Ind AS 34) 7
6. (a) J Ltd. purchased machinery from K Ltd. on 30-9-2008. The price was Rs. 370.44 lakhs before charging 8% sales tax and giving a trade discount of 2% on the quoted price. Transport charges were 0.25% on the quoted price and installation charges come to 1% on the quoted price. 7
 A loan of Rs. 300 lakhs was taken from the bank on which interest at 15 % per annum was to be paid. Expenditure incurred on the trial run was material Rs. 35,000, wages Rs. 25,000 and overheads Rs.15,000.
 Machinery was ready for use on 01.12.2008. However, it was actually put to use only on 1-5-2009. Find out the cost of the machine and suggest the accounting treatment for the expense incurred in the interval between the dates 1-12-2008 to 1-5-2009. The entire loan amount remained unpaid on 1-5-2009.
- (b) Enumerate the differences between provisions, contingent liabilities and contingent assets 7



7. (a)	Particulars	Exchange Rate	7
	Goods purchased on 24-2-2009 of US \$10,000	Rs. 46.60	
	Exchange Rate on 31-3-2009	Rs. 47.00	
	Date of actual payment 5-6-2010	Rs. 47.50	

Calculate the Exchange Loss/Gain for the financial years 2008-09 and 2010-11.

(b) Explain briefly about events after reporting period (Ind AS 10). 7

8. (a) Moon Furnishers Ltd. is a retailer of Italian furniture and has five major product lines : sofas, dining tables, beds, closets, and lounge chairs. At December 31, 2009, quantity on hand, cost per unit, and net realizable value (NRV) per unit of the product lines are as follows :

Product line	Quantity on hand	Cost per unit(Rs.)	NRV per unit (Rs.)	5
Sofas	100	1,000	1020	
Dining tables	200	500	450	
Beds	300	1,500	1,600	
Clothes	400	750	770	
Lounge chairs	500	250	200	

Compute the valuation of the inventory of Moon Furnishers Ltd. at December 31,2009 under IAS 2, using the “lower of cost and NRV” Principle.

(b) Write a brief note on Ind AS 12 - Income Taxes 5

(c) Write a note on Ind AS-8. 4





M.Com. I Semester Degree Examination, April/May - 2023

COMMERCE

Contemporary Areas of Financial Accounting

(CBCS)

Time : 3 Hours

Maximum Marks : 70

Note : Answer **any five** of the following questions with Question **No. 1 Compulsory**. Each question carries **equal** marks.

1. (a) The following information's are collected from the balance sheet of ABC Company :

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Particulars	1 st January 2018	31 st December 2018
	(₹)	(₹)
Cash and Bank Balance	82,000	1,54,000
Trade Debtors	2,00,000	3,00,000
Accounts Payable	2,20,000	2,80,000
Loan	1,85,000	1,23,000
Price index for the period	100	120

From the above information, compute Net Purchasing Power Gain or Loss on Monetary Items.

- (b) The Following facts and figures are extracted from the books of accounts of Guru company :

7

- Inventories at the beginning of the year (i.e on 1st January, 2020 which were purchased by the company when the price index stood at 110) = ₹ 3,20,000.
- During the year 2010, the company purchased inventories worth ₹ 8,40,000.
- The closing inventories as on 31st December 2020 by which the price index increase to 140 = ₹ 48,00,000.
- Company uses LIFO method.

From the above information, compute the cost of sales adjustment and the cost of sales on current cost basis.



2. (a) Define Human Resource Accounting. Discuss the importance of Human Resource Accounting. 7
- (b) There is a group of 120 skilled workers in Tata group Ltd. in the age group of 20-29. It is estimated that every employee will earn as per earning profit as under : 7

Age	Earnings per year
20-29	6500
30-39	8700
40-49	12,500
50-59	17,000

Calculate value of 200 employees by using Schwartz's model by assuming discount rate 10% and age 20.

3. Miss. Padmaja on the stock exchange had purchased and sold leading scripts but did not maintain her accounts in a proper manner. She furnished the following data : 14

Investment on hand as at July 1, 2012

300 - 3% conversion loan 1982-84 of ₹ 100 each purchased at Rs 60.

250 - Equity shares of ₹ 10 each of Evelite Limited at ₹ 18 per share.

1000 - 9% Preference shares of ₹ 100 each of Prosperous Limited at ₹ 95.

Transaction during the year

Purchases :

750 - Equity shares of ₹ 10 each of Evelite Ltd. at ₹ 23.

250 - Equity shares of ₹ 10 each of Small Limited at ₹ 9.

125 - Equity shares of ₹ 10 each of Bright Shipping Ltd. at ₹ 12.

Sold :

100 - 3% Conversion Loan 1982-84 at ₹ 65.

100 - 9% Preference Shares of Prosperous Ltd. at ₹ 99.

Interest/Dividend Received :

3% Conversion Loan - Interest Received ₹ 900.

9% Preference Shares of Prosperous Ltd. ₹ 9000.

Evelite Ltd - Dividend at 20 percent on 1000 shares ₹ 2000.

Evelite Limited issued Bonus Shares and Mr. Shape received 1000 shares of the Company as Bonus Shares.

You are required to show the Investment Account in the Books of Miss. Padmaja.



4. (a) What is Intangible asset ? Explain the methods for valuation of intangible assets. 7
- (b) From the following information, calculate the value of goodwill according to weighted average profit method : 7

Year	2016	2017	2018	2019	2020	2021
Profit (Rs)	15,500	18,400	9800	13,600	12,000	20,200

5. (a) What is environmental accounting ? Discuss its objectives. 7
- (b) Give the meaning of cloud based accounting ? Explain its applications. 7

6. (a) Discuss the objectives of human resource accounting. 7
- (b) The following information is presented by Mr. Kumar relating to his holding in 9% central government bonds 7

Opening balance (Nominal Value) ₹ 1,20,000 and cost ₹ 1,18,000 (Nominal value of each unit is ₹ 100)

Date	Particulars
01-03-2021	Purchased 200 Units, ex-interest at ₹ 98
01-07-2021	Sold 500 Units, ex-interest out of original holding at ₹100
01-10-2021	Purchased 150 units at ₹ 98, cum-interest
01-11-2021	Sold 300 Units, ex-interest at ₹ 99 out of original holdings

Interest dates are 30th September and 31st March.

Mr. Kumar closes his books every year 31st December.

Show the Investment Account as it would appear in his books.

7. (a) A company decided to purchase a business for ₹ 40,000, its profit for the last 4 years are : 7

Years	Profits
2000	10,000
2001	12,500
2002	12,000
2003	11,500

The business was looked after by the management. Remuneration from alternative employment if not engaged in the business for management comes to ₹ 1500 p.a. Find the amount of goodwill on the basis of three years purchase of the average net profit for the last four years.

- (b) What is responsibility accounting ? Explain the applications of responsibility accounting. 7



8. (a) Define Investment Accounting. Explain its advantages. **4**
- (b) What is Robotics Accounting ? Discuss its objectives. **5**
- (c) The estimated annual wages and salaries for next five years of JSW Steel Industry are ₹ 1,00,000, 1,50,000, 2,00,000, 2,50,000, and 3,00,000 respectively. The average rate of return of company for the current year and preceding 4 years is 20, 15, 12, 12 and 10 respectively and average rate of return of all the firm in the steel industry for the corresponding period is 15, 10, 8, 6 and 5 respectively. Assuming that the discount rate is 10%.
- Calculate the adjusted present value according to adjusted discount future wages method. **5**

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M.Com. I Semester Degree Examination, April/May - 2023

COMMERCE

Goods and Services Tax and Customs Law

(CBCS)

Time : 3 Hours

Maximum Marks : 70

Note : Answer **any five** of the following questions with Question **No.1 (Q1) Compulsory**.

Each question carries **equal** marks.

1. (a) Define GST. Explain the objectives of GST in brief. **7**
- (b) Explain in brief on GST Eco system (GST Suvidha Providers). **7**
2. (a) Who is casual taxable person in GST ? Explain the provisions relating to casual taxable person. **7**
- (b) Having regard to the provisions of CGST Act, 2017, Compute the transaction value of goods from the following information and GST payable. **7**

Listed selling price (including IGST of Rs. 10,000)	45,000
Following transactions are not to be included in the above price :	
Normal secondary packing cost	4,000
Cost of special packing	2,000
Cost of durable and returnable packing	3,000
Freight charges paid by supplier charged separately	1,600
Insurance on freight paid by supplier charged separately	400
Trade discount (normal practice)	4,000
Rate of GST	12%



3. From the following information compute the amount of output tax to be paid by the dealer who has registered in Karnataka for the Month of December 2022. **14**

Particulars	(Amount) Rs.
1. Product P sold to a dealer in Bangalore rate of GST is 18%	2,00,000
2. Product Q sold to a dealer in Mysore rate of GST @ 12%	70,000
3. Product R @ 0% rate GST sold to a dealer in Puducherry	2,50,000
4. Product S @ 5% GST sold to a dealer Jammu and Kashmir	2,80,000
5. Product T 28% GST sold to a unregistered dealer within the State	1,20,000
6. Product U rate is 12% sold to a SEZ developer in Bangalore	4,00,000
7. Product V sold to a dealer in Union Territory rate of GST is 18%	3,00,000
8. Product W which is exempted from GST is sold to a registered dealer of Pune	5,00,000
9. Product X exported to China, the GST rate notified by GST Council for this product is 28% if it is sold in India.	2,00,000
10. Product Y sold to a unit of SEZ in Mysore the rate of GST is 12%	6,00,000
11. Product Z sold to a registered dealer within state rate of GST – 18%	4,50,000
12. Product A sold to a registered dealer in Belagavi who has registered under Composition scheme @ the rate of 28% GST	1,00,000

4. (a) Explain the types of Audit under GST. **7**
 (b) What is penalty under GST ? Explain the general rules regarding penalty. **7**
5. (a) Briefly explain the import procedures as per the provisions of Customs Act, 1962. **7**
 (b) Explain the deductive and computed methods of valuation of goods under customs Act, 1962. **7**
6. (a) Explain the persons who are liable to register under GST. **7**
 (b) Compute the value of taxable supply and the net GST payable from the following particulars assuming that rate of GST is 12% of sales. **7**
 Mr. Nayak a trader used to make purchases his stock in trade from other states as well as purchases from local markets. He sold his inputs during September 2021 to M/s MNP and Co manufacturer of finished products.
 (i) Cost of materials purchased from other states excluding IGST Rs. 2,00,000.
 (ii) Cost of local materials excluding GST Rs. 1,50,000.
 (iii) Storage cost Rs. 20,000.
 (iv) Transportation cost Rs. 15,000.
 (v) Loading and unloading charges Rs. 15,000.
 (vi) Profit margin @ 25% on cost.



7. Find out the customs duty from the information given below in respect of goods imported by Y Ltd. on February 20, 2022.

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Particulars	US Dollar	Amount Rs.
Free on Board Value of plant imported (FOB)	70,000	
Air fare paid to Air cargo Germany	10,000	
Exchange rate notified by CBIC on the day of landing of aircraft		53
Exchange rate notified by CBIC on the day of presentation of bills of entry		55
Cost of packing borne by Y Ltd. in USA (not included in FOB)	500	
Extra charges paid by Y Ltd. to Air Cargo Germany for transporting goods in time to India		90,000
Insurance charges		1,10,000
Loading and handling charges		10,000
Basic customs duty		10%
IGST		12%

8. Write short notes on :
- (a) HSN classification of goods
- (b) E - filing provisions
- (c) Credit note and debit note

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M.Com. I Semester Degree Examination, April/May - 2023

COMMERCE

Advanced Financial Management

(CBCS)

Time : 3 Hours

Maximum Marks : 70

Note : Answer **any five** of the following questions with question No. **1 (Q1) Compulsory**. Each question carries **equal** marks.

1. (a) Discuss the emerging role of financial manager in India. **8**
 (b) Mr. Y makes a deposit of sum of ₹ 1,00,000 in a bank which pays 10% interest compounded annually for 5 years. You are required to find out the amount to be received by him after 5 years. **3**
 (c) Mr. X wants to find the present value of ₹ 20,000 to be received 5 years from now, assuming 10 percent rate of interest. **3**

2. A company is considering a proposal to purchase a new equipment. The equipment would involve a cash outlay of ₹ 5,00,000. The expected life of the project is 5 years without salvage value. The company is allowed to charge depreciation on straight line basis for income-tax purpose. The estimated before tax cash inflows (earnings before depreciation and Tax) are given below : **14**

Year	1	2	3	4	5
Before tax cash inflows (₹)	1,80,000	2,20,000	1,90,000	1,70,000	1,40,000

The applicable income tax rate to the company is 35%. The opportunity cost of capital of the company is 10%.

You are required to calculate.

- (a) Payback period
 (b) Net Present value
 (c) Internal rate of return
 (d) Discounted payback period
3. (a) What is meant by cost of capital ? Explain the components of cost of capital. **6**
 (b) A company expects a net income of ₹ 80,000. It has ₹ 2,00,000, 8% debentures. The equity capitalisation rate of the company is 10%. Calculate the value of the firm and overall capitalisation rate according to the Net Income approach (Ignoring income tax). **8**
- (i) If the debenture debt is increased to ₹ 3,00,000, what shall be the value of the firm and overall capitalisation rate ?
 (ii) If the debenture debt is decreased to ₹ 1,00,000, what shall be the value of the firm and overall capitalisation rate ?



4. (a) Gowtham Ltd. produces a product which has a monthly demand of 4,000 units. The product requires a component X which is purchased at ₹ 20. For every finished product, one unit of the component is required. The ordering cost is ₹ 120 per order and the holding cost is 10% p.a. 7
 You are required to calculate :
 (i) Economic order quantity
 (ii) If the minimum lot size to be supplied is 4,000 units, what is the extra cost, the company has to incur ?
 (b) Explain various factors influencing on working capital. 7
5. The earnings per share of a company are ₹ 8 and the rate of capitalization applicable to the company is 10%. The company has before it an option of adopting a payment ratio of 25% (or) 50% (or) 75%. Using walter's formula of dividend pay-out, compute the market value of the company's share of the productivity of retained earnings (i) 15% (ii) 10% (iii) 5%. 14
6. The following information relates to XYZ Ltd : 14

Cost of the project	₹ 15,00,000
Life of Project	10 years
Annual cash inflows	₹ 3,00,000 p.a.
Discounting rate	10% p.a.

 Determine the NPV of the project.
 Analyze the sensitivity of each variable considering 10% change :
 (a) Increase in cost of the project by 10%
 (b) Decrease in annual cash inflows by 10%
 (c) Increase in discounting rate by 10%
 (d) Life of project reduce by 10%
 Also analyses that to which factor among the above four, the project is most sensitive. (10 years PVF@10%=6.145, 10 years PVF@11%=5.889 and 9 years PVF@10%=5.759)
7. (a) "A firm should follow a policy of very high dividend pay-out". Do you agree ? Why ? 7
 (b) Prepare an estimate of working capital requirements from the following information of a trading concern. 7
 (i) Projected annual sales-1,00,000 units.
 (ii) Selling price ₹ 8 per unit.
 (iii) Percentage of profit 25%.
 (iv) Average Credit period allowed to debtors - 8 weeks.
 (v) Average Credit period allowed to creditors - 4 weeks.
 (vi) Average stock holding (in terms of sales) - 12 weeks.
 (vii) Allow 10% for contingencies.
8. Write a note on :
 (a) Weighted average cost of capital 5
 (b) Bonus shares Vs. Stock split 5
 (c) Capital rationing 4



No. of Printed Pages : 8

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Question Booklet Code

A

Question Booklet
Serial Number

M.Com. I Semester Degree Examination, April/May - 2023
Skill Enhancement Courses (SEC)

COMMERCE

Corporate Communication

Time : 1 Hour

Maximum Marks : 30

INSTRUCTIONS TO CANDIDATES

1. The Question Paper will be given in the form of a Question Booklet. There will be four/two/one versions of Question Booklets with Question Booklet Code viz. **A, B, C & D / A & B/A**.
2. The Question Booklet Serial Number is printed on the top right margin of the facing sheet. If your Question Booklet is un-numbered, please get it replaced by new Question Booklet with same Code.
3. Immediately after the commencement of the examination, the candidate should check that the Question Booklet supplied to him contains all the 30 questions in serial order. The Question Booklet does not have unprinted or torn or missing pages and if so he/she should bring it to the notice of the Invigilator and get it replaced by a complete booklet with same Code. This is most important.
4. A blank sheet of paper is attached to the Question Booklet. This may be used for Rough Work.
5. **Please read carefully all the instructions on the top of the Answer Sheet before marking your answers.**
6. Each question is provided with four choices **(A), (B), (C)** and **(D)** having one correct answer. Choose the correct answer and darken the bubble corresponding to the question number using **Black Ball-Point Pen** in the OMR Answer Sheet.
7. No candidate will be allowed to leave the examination hall till the end of the session and without handing over his/her Answer Sheet to the Invigilator.
8. Strict compliance of instructions is essential. Any malpractice or attempt to commit any kind of malpractice in the Examination will result in the disqualification of the candidate.
9. First fifteen minutes is provided to fill the general information of the Student. Eg. Student Name, Student ID, etc. in the OMR Answer Sheet.
10. Without the instruction of the Invigilator do not open the Question Paper Booklet Seal.

A



P.T.O.

1. The _____ of the business letter is called layout.
(A) Body (B) Content (C) Pattern (D) All the above

2. The main purpose of a group discussion is to measure :
(A) Knowledge (B) Personality
(C) Group communication skills (D) Leadership skills

3. Which of the following should be avoided by managers if they wish to be successful negotiators ?
(A) Focusing on the interests of the two parties
(B) Lessening competition between the two parties
(C) Focusing on the people involved and their positions
(D) Requesting intervention from a neutral third party, as needed

4. When introducing people to each other, which of the following is the correct method ?
(A) A woman introduced to a man
(B) An older person is introduced to younger person
(C) A more important person is introduced to a less important person
(D) A younger person is introduced to an older person

5. Any letter designed and directed to the exchange of information connected with trade and trade related activities is known as :
(A) Business report (B) Business enquiry
(C) Business letter (D) Business memos

6. Communication through newspapers and television is known as :
(A) Group communication (B) Interpersonal communication
(C) Mass communication (D) None of these



7. In presentation, which things play equal role ?
- (A) Content and voice (B) Text and font
(C) Time and size (D) Sort and indent
8. Appeals and representations are used in _____ communication.
- (A) Grapevine (B) Horizontal
(C) Upward (D) Downward
9. Horizontal communication takes place between _____.
- (A) Subordinate to superior
(B) Employees with same status
(C) Superior to subordinate
(D) None of these
10. In depth interview is known as _____.
- (A) Board interview (B) One-on-one interview
(C) Case study (D) None of these
11. The study of communication through touch is _____.
- (A) Haptics (B) Proxemics
(C) Semantics (D) Chronemics
12. A synopsis of the most relevant professional experiences you have for the particular job for which you are applying.
- (A) Resume (B) Curriculum vitae
(C) Application letter (D) Hand-outs



13. Which of the following is quick and clear method of communication ?
- (A) E-Mail
 - (B) Notices/posters
 - (C) Face-to-face informal communication
 - (D) Business meetings
14. The purpose of a _____ is to help the management identify the reasons underlying a situation that management already knows.
- (A) Report
 - (B) Memos
 - (C) Letters
 - (D) Circulars
15. In the negotiation process, _____ comes immediately after _____.
- (A) Information exchange; planning and preparation
 - (B) Persuasion; concessions and agreement
 - (C) Information exchange; relationship building
 - (D) Planning and preparation; information exchange
16. _____ language should not be used while writing the minutes of the meeting.
- (A) Technical
 - (B) Verbal
 - (C) Non verbal
 - (D) Any of the above
17. In which of these interviews, insults are common ?
- (A) Screening interview
 - (B) Stress interview
 - (C) Behavioural interview
 - (D) Group interview
18. Quality of _____ determines the success of the meeting.
- (A) Coordination
 - (B) Discussion
 - (C) Communication
 - (D) Speech



19. Which of the following indicates the correct sequence of the elements of communication in the communication process ?
- (A) Sender, Receiver, Channel, Message, Feedback
(B) Receiver, Feedback, Sender, Message, Channel
(C) Sender, Channel, Message, Feedback, Receiver
(D) Sender, Message, Channel, Receiver, Feedback
20. Which of these must be avoided in any presentation ?
- (A) Proper grammar (B) Complex words
(C) Short sentences (D) Clear voice
21. Which of these must be avoided by the speaker ?
- (A) He must convey precise information.
(B) He must ensure that the information is understood by the audience.
(C) He must inspire the audience to totally accept his point of view.
(D) He must force the audience to totally accept his point of view.
22. Which of these can be used to overcome stage fear ?
- (A) A speech must be prepared with care.
(B) A speech must be untimed.
(C) Facts need not be checked.
(D) There should be no pause.
23. Which of the following is not a barrier to effective communication ?
- (A) Filtering (B) Language
(C) Channel richness (D) Defensiveness



24. Downward communication flows from _____ to _____.
- (A) Upper to lower (B) Lower to upper
(C) Diagonal (D) Horizontal
25. How should you react if someone forgets to introduce you when you are in a group of people you have not met ?
- (A) Take offense, how dare they forget to introduce you
(B) Push your way into the conversation
(C) Stand quietly and never say anything
(D) Wait for convenient time to introduce yourself
26. What are the successful strategies for interview ?
- (A) Personal rapport (B) Good eye contact
(C) Clear idea of the key point (D) All of the above
27. Posters fall under _____ communication.
- (A) Oral (B) Visual (C) Written (D) Spoken
28. _____ best describes the grapevine as a communication pattern.
- (A) Serial (B) Informal
(C) Verbal (D) Diagonal



29. What are the ABCs of Etiquette ?
- (A) Advise, Be respectful, Create
 - (B) Acceptable, Believable, Courteous
 - (C) Advertise, Beneficial, Charitable
 - (D) Accurate, Boastful, Courageous
30. What should you focus on during the interview ?
- (A) The salary you want
 - (B) How much vacation time you want ?
 - (C) What you can offer the company or organization ?
 - (D) What the company or organization can offer you in correct response ?

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8

SPACE FOR ROUGH WORK

A

