

**MSW**  
**SECOND SEMESTER**  
**ENHANCING SOFT SKILLS AND PERSONALITY**  
**MOOCs**  
[USE OMR SHEET]

Duration: 1hr. 30 mins.

Full Marks: 35

Choose the correct answer from the following:

1×35=35

1. What is communication?
  - a. The process of conveying information between individuals or groups.
  - b. The process of exchanging money between individuals or groups.
  - c. The process of organizing data in a systematic manner.
  - d. The process of manufacturing goods in a factory.
2. Encoding in communication refers to:
  - a. The process of decoding a message.
  - b. The process of transmitting the message.
  - c. The process of converting thoughts into a message.
  - d. The process of receiving feedback.
3. Which of the following is an example of non-verbal communication?
  - a. Speaking on the phone
  - b. Writing an email
  - c. Sending a text message
  - d. Nodding to indicate agreement
4. The channel in communication refers to:
  - a. The message being transmitted.
  - b. The physical location where communication takes place.
  - c. The medium through which the message is transmitted.
  - d. The person initiating the communication.
5. Decoding in communication refers to:
  - a. The process of encoding a message.
  - b. The process of transmitting the message.
  - c. The process of interpreting the message.
  - d. The process of providing feedback.
6. What is feedback in communication?
  - a. The process of encoding a message.
  - b. The process of transmitting the message.
  - c. The response or reaction to a message.
  - d. The process of decoding a message.
7. The context in communication refers to:
  - a. The physical location where communication takes place.
  - b. The background or circumstances in which communication occurs.
  - c. The medium through which the message is transmitted.
  - d. The person initiating the communication.

8. Which of the following is an example of interpersonal communication?
  - a. Sending a mass email to colleagues.
  - b. Participating in a group discussion.
  - c. Talking one-on-one with a friend.
  - d. Posting on social media.
9. Which component of communication receives and interprets the message?
  - a. Sender
  - b. Message
  - c. Receiver
  - d. Channel
10. Which of the following is an example of written communication?
  - a. Making a phone call
  - b. Sending a text message
  - c. Having a face-to-face conversation
  - d. Nodding in agreement
11. Which of the following is an example of verbal communication?
  - a. Writing a letter
  - b. Giving a presentation
  - c. Sending an emoji
  - d. Waving hello
12. What is the role of leadership as a soft skill?
  - a. Leadership involves following established rules and guidelines.
  - b. Leadership fosters effective communication and collaboration in teams.
  - c. Leadership has no impact on team dynamics.
  - d. Leadership involves influencing and guiding others toward shared goals.
13. Which of these is not element of the speaking technique?
  - a. Voice quality
  - b. Word stress
  - c. Appearance
  - d. Correct tones
14. Which of these should be avoided for an effective speech?
  - a. Determination of the purpose
  - b. Selection of message
  - c. Lack of interest
  - d. Selection of theme
15. Which of these factors is not required to determine the purpose of speech?
  - a. Providing information
  - b. Discouragement
  - c. Accepting ideas
  - d. Entertainment
16. Which of these should be avoided for an effective speech?
  - a. Planning of speech
  - b. Preparation of speech
  - c. Long sentences
  - d. Organization
17. Which one problem is mostly faced during speaking?
  - a. Lack of confidence
  - b. Shyness
  - c. Time pressure
  - d. Fear of being laughed at

18. Recitation will provide a chance to improve \_\_\_\_.
- Listening Skills
  - Reading Skills
  - Acting skills
  - Speaking skills
19. What are the types of speaking skills?
- Informal
  - Semi-formal
  - Inter-personal
  - All
20. Which of the following is not a good way of speaking?
- Maintain a good posture
  - Maintaining Breath
  - Poor eye contact
  - None of these
21. Which of the following classroom practice enables the formation of oral speech?
- Reading the stories from the textbook along with the teacher
  - Practicing correct pronunciation of words together
  - Solo recitation and memorization of poems
  - Participating in roleplay of characters from favourite stories
22. What role does vocabulary development play in enhancing speaking skills?
- Vocabulary development is unrelated to speaking skills
  - Limited vocabulary inhibits effective communication
  - Speaking skills develop independently of vocabulary acquisition
  - Grammar is more important than vocabulary in speaking skills
23. 'Mechanics' of language in speaking skills includes \_\_\_\_\_
- Social and cultural rules of Using language
  - Script, words and sentences
  - Pronunciation, grammar and vocabulary
  - Clarity of message
24. A speech must always present \_\_\_\_\_.
- Facts
  - Opinions
  - Suggestions
  - Perspectives
25. All communication events have a \_\_\_\_\_.
- Resource
  - Source
  - Start
  - End
26. Which of these means giving emphasis to a syllable?
- Voice quality
  - Word stress
  - Tone
  - Message
27. How can soft skills contribute to personal relationships?
- Soft skills limit effective communication and understanding.
  - Soft skills avoid empathy and emotional connection.
  - Soft skills foster effective communication, empathy, and mutual understanding.
  - Soft skills are not applicable in personal relationships.

28. How can creative thinking benefit problem-solving?
- a. Creative thinking leads to avoiding problem-solving and challenges.
  - b. Creative thinking has no impact on problem-solving.
  - c. Creative thinking fosters innovative and effective solutions to problems.
  - d. Creative thinking is irrelevant in problem-solving.
29. What soft skill involves the capability to adjust to changing circumstances and embrace new challenges?
- a. Emotional intelligence
  - b. Adaptability
  - c. Leadership
  - d. Conflict resolution
30. Which type of dress should be worn for an interview ?
- a. Formal
  - b. Casual
  - c. Traditional
  - d. None of the above
31. Why are soft skills important in the workplace?
- a. They are not essential for career success.
  - b. They contribute to a positive work environment and enhance teamwork.
  - c. Soft skills are only relevant for leadership positions.
  - d. Soft skills are not transferable to different job roles.
32. Which soft skill refers to the ability to convey information effectively and listen actively to others?
- a. Creativity
  - b. Emotional intelligence
  - c. Communication
  - d. Time management
33. Which soft skill involves the capability to adjust to changing circumstances and embrace new challenges?
- a. Emotional intelligence
  - b. Adaptability
  - c. Leadership
  - d. Conflict resolution
34. Why are employers seeking candidates with strong soft skills?
- a. Soft skills are irrelevant in the workplace.
  - b. Soft skills contribute to a negative work environment.
  - c. Soft skills enhance teamwork and productivity.
  - d. Soft skills are only needed in creative fields.
35. What is the significance of time management as a soft skill?
- a. Time management leads to inefficiency and missed deadlines.
  - b. Time management has no impact on productivity.
  - c. Time management allows individuals to prioritize tasks and meet deadlines effectively.
  - d. Time management is irrelevant in the workplace.