

eExam Question Bank

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<input type="checkbox"/>	Question Type	Question	A	B	C	D	Answer	Remark
<input type="checkbox"/>	FBQ	A situation where people selectively interpret what they see or hear on the basis of their interest, background, experience and altitude refers to as <input type="text"/>	Selective Perception					eExam
<input type="checkbox"/>	FBQ	Communication helps in the provision of good and <input type="text"/> leadership	Efficient					eExam
<input type="checkbox"/>	FBQ	Horizontal communication also called <input type="text"/>	lateral communication					eExam
<input type="checkbox"/>	FBQ	A communication that takes place between peers at the same organizational level, that is occurs between people who operate at the same or similar levels in the organization is refer to as <input type="text"/>	Horizontal Communication					eExam
<input type="checkbox"/>	FBQ	Formal systems of communication are the types of communication which pass through the <input type="text"/> in the organization	official channels					eExam
<input type="checkbox"/>	FBQ	communicators should use language thatwill be understood by those involve in the <input type="text"/> process.	communication					eExam
<input type="checkbox"/>	FBQ	The way a person feels will <input type="text"/> how information is interpreted.	influence					eExam

<input type="checkbox"/>									
<input type="checkbox"/>	FBQ	Satellite facilitates the transmission of message in different towns throughout the <input type="text"/>	world						eExam
<input type="checkbox"/>	FBQ	The post office assists in transferring money inform of the postal orders or <input type="text"/>	money ordered.						eExam
<input type="checkbox"/>	FBQ	A corporation is a more <input type="text"/> business structure	complex						eExam
<input type="checkbox"/>	FBQ	Local Telegram this is sent and received in the <input type="text"/> city	same						eExam
<input type="checkbox"/>	FBQ	Telegraphic address, reduced into a code word, reduce the cost of a <input type="text"/>	Telegram.						eExam
<input type="checkbox"/>	FBQ	Express delivery attracts <input type="text"/> as distinguished from an ordinary letter	Extra charges						eExam
<input type="checkbox"/>	FBQ	A service rendered to tourists by the post office is refer to as <input type="text"/>	. Post Restante						eExam
<input type="checkbox"/>	FBQ	NIPOST is an acronyms for <input type="text"/>	Nigerians postal service						eExam
<input type="checkbox"/>	FBQ	Trade discount is given to encourage <input type="text"/>	Bulk purchases						eExam
<input type="checkbox"/>	FBQ	Cash discount is given to to encourage <input type="text"/>	prompt payment						eExam
<input type="checkbox"/>	FBQ	Discount allowed to the buyers who make bulk purchases from the seller. It is also known as quantity discount is <input type="text"/>	Trade Discount						eExam
<input type="checkbox"/>	FBQ	A discount allowed to the buyers those who make payment on time for their purchases is <input type="text"/>	Cash Discount						eExam

<input type="checkbox"/>									
<input type="checkbox"/>	FBQ	Mention one business documents used in international trade <input type="text"/>	Indent or Order	Bill of lading					eExam
<input type="checkbox"/>	FBQ	<input type="text"/> provides written record of transactions that have taken place	Business Document						eExam
<input type="checkbox"/>	FBQ	Business documents are documents (on paper or electronic document) that represent you in relation to <input type="text"/> such as letters invoices, order sheets, credit notes and bills	external parties						eExam
<input type="checkbox"/>	FBQ	A <input type="text"/> is a specialized professional or academic writing, structured and presented to aid the decision making process of the authorizing body	report						eExam
<input type="checkbox"/>	FBQ	Sales report, Periodic report, Progress and Production/distribution report fall under <input type="text"/>	Regular and routine reports						eExam
<input type="checkbox"/>	FBQ	Reports can be classified into <input type="text"/> broad groups	three	3					eExam
<input type="checkbox"/>	FBQ	On finding that the goods have been damaged in transit, the buyer writes complaint letter to <input type="text"/>	Transit Authority						eExam
<input type="checkbox"/>	FBQ	Motive of recovery letter is to <input type="text"/> from the buyer	Collect Money						eExam
<input type="checkbox"/>	FBQ	The buyer writes <input type="text"/> to the seller, on receipt of defective goods	Letter of Complaint						eExam
<input type="checkbox"/>	FBQ	Recovery letter draws the attention of the buyer towards <input type="text"/>	Payment of Outstanding amount						eExam

<input type="checkbox"/>								
<input type="checkbox"/>	FBQ	The motive of recovery letter is to collect money without <input type="text"/> the customers	Annoying					eExam
<input type="checkbox"/>	FBQ	When is Complaint letters should be written? <input type="text"/>	Immediately after receiving the defective goods.					eExam
<input type="checkbox"/>	FBQ	A <input type="text"/> is written when the purchaser does not find the goods up to his satisfaction	complaint letter					eExam
<input type="checkbox"/>	FBQ	Business Enquiry Letter is usually written by <input type="text"/> to the <input type="text"/>	Buyer, Seller					eExam
<input type="checkbox"/>	FBQ	Business Letter aid in maintaining Proper <input type="text"/>	Relationship					eExam
<input type="checkbox"/>	FBQ	What is meant by Business Correspondence? <input type="text"/>	Business correspondence is the communication or exchange of information in a written format for the process of business activities. Business correspondence can take place between organizations					eExam
<input type="checkbox"/>	FBQ	Effective information or communication is the only <input type="text"/> means of controlling rumor mongering	reliable					eExam
<input type="checkbox"/>	FBQ	Patterns of communication are formal system, Vertical system, Horizontal system and <input type="text"/>	Informal system					eExam
<input type="checkbox"/>	FBQ	<input type="text"/> is defined as "talk" or opinion widely disseminated with no discernable source or a current statement or report without known authority for its truth	Rumor					eExam

<input type="checkbox"/>									
<input type="checkbox"/>	FBQ	What is a Grapevine? <input type="text"/>	The grapevine referred to as common talk or hear say						eExam
<input type="checkbox"/>	FBQ	The quest about what to do and how to do it can be traced to <input type="text"/>	Job Instructions						eExam
<input type="checkbox"/>	FBQ	The flow of information from superiors to superior to subordinate is refer to as <input type="text"/>	Downward Communication						eExam
<input type="checkbox"/>	FBQ	Verbal communication makes it possible for a communicator to convince his <input type="text"/> on the sport.	Receiver						eExam
<input type="checkbox"/>	FBQ	E-mail is a form of <input type="text"/> communication	Non – Verbal/Electronic						eExam
<input type="checkbox"/>	FBQ	. Communication may be verbal or <input type="text"/>	Non – Verbal						eExam
<input type="checkbox"/>	FBQ	The types of communication that involves the use of words is <input type="text"/>	Oral Communication	verbal communication					eExam
<input type="checkbox"/>	FBQ	Communication helps job seekers to obtain the <input type="text"/> they wants.	jobs						eExam
<input type="checkbox"/>	FBQ	Communication is a key to the achievement of organizational goals and <input type="text"/>	objectives						eExam
<input type="checkbox"/>	FBQ	The commonly used and understandable language or symbol by which the message is transmitted or sent is <input type="text"/>	An encoder						eExam
<input type="checkbox"/>	FBQ	The tool by which the receiver deciphers the transmitted message- understanding the message is <input type="text"/>	A Decoder						eExam
<input type="checkbox"/>	FBQ	In communication <input type="text"/> confirms receipt of the message.	Receiver	understanding from tone person to another.					eExam

<input type="checkbox"/>									
<input type="checkbox"/>	FBQ	What is the meaning of term 'Communication?' <input type="text"/>	Interchange of information between or amongst two or more persons through a common system	Church (1999) perceived communication as the transfer of information from one person to another					eExam
<input type="checkbox"/>	FBQ	Communication is a two a two way process and is not complete without <input type="text"/>	feedback						eExam
<input type="checkbox"/>	FBQ	A one- way communication system is the one in which communication <input type="text"/> from the originator to the receiver only	flows						eExam
<input type="checkbox"/>	FBQ	The liabilities of the owners of a corporation are limited to the amount of money they <input type="text"/> in the business	invested						eExam
<input type="checkbox"/>	FBQ	A <input type="text"/> is defined as a legal business with two or more owner	partnership						eExam
<input type="checkbox"/>	FBQ	The amount of money a business earns above and beyond what is spends for salaries and other expenses is <input type="text"/>	Profit						eExam
<input type="checkbox"/>	FBQ	Executive summary if effectively written, it will <input type="text"/>	Communicate your organization's vision of the future	Make the reader want to read the entire plan					eExam
<input type="checkbox"/>	FBQ	Telegraphic message may be in plain or <input type="text"/>	coded language						eExam
<input type="checkbox"/>	FBQ	The five communication services rendered by the post office are Post restante, Express delivery, recorded delivery, cash on delivery and <input type="text"/>	Business reply service						eExam

<input type="checkbox"/>								
<input type="checkbox"/>	FBQ	What is the name given to an internal form of communication used in the office? <input type="text"/>	Memorandum					eExam
<input type="checkbox"/>	MCQ	Express delivery attracts _____ as distinguished from an ordinary letter	Extra cost	No cost	Ful charges	Extra charges	D	eExam
<input type="checkbox"/>	MCQ	Consignment note is similar _____	Delivery note	Quotation	Order	Letter of Enquiry	A	eExam
<input type="checkbox"/>	MCQ	Document sent by the seller to the buyer in reply of the letter of enquiry is term as _____	Quotation	Letter of Enquiry	Order	Catalogue:	A	eExam
<input type="checkbox"/>	MCQ	The price, quantity and the terms of payment, about goods required and their availability can be find out through _____	Quotation	Letter of Enquiry	Catalogue:	Order	B	eExam
<input type="checkbox"/>	MCQ	Stock card are used to keep a record off all _____	Goods	stocks	Services	All of the above	B	eExam
<input type="checkbox"/>	MCQ	Whenever there is an undercharged or omission on the invoice_____ is usually sent to the buyer.	Consignment Note	Delivery Note	Debit Note	Credit Note	C	eExam
<input type="checkbox"/>	MCQ	What is the name given the document sent to a customer, when there has been an overcharge on an invoice due to faulty arithmetic?_____	Debit Note	Consignment Note	Delivery Note	Credit Note	D	eExam
<input type="checkbox"/>	MCQ	A _____ is given for cash payment.	Receipt	Cheque	Bill of lading	Bill of Exchange	A	eExam
<input type="checkbox"/>	MCQ	Bill of lading is a document of _____ to the goods	Ownership	Claim	Authority	Title	D	eExam
<input type="checkbox"/>	MCQ	A document issued by the importer's bank to the exporter giving a guarantee of payment to the exporter refers to as _____	Certificate of Insurance	Letter of credit	Consular Invoice	Bill of lading	B	eExam
<input type="checkbox"/>	MCQ	An important document used in foreign trade when the goods are sent through the ships is known as _____	Airway bill	Bill of lading	. Indent	Consular Invoice	B	eExam
<input type="checkbox"/>	MCQ	The services rendered by the post Office includes the following except_____	Ordinary mail	Registered mail	Postal parcels	Custom declaration form	D	eExam
<input type="checkbox"/>	MCQ	What is the name given to an internal form of communication used in the office?_____	Telephone	Satellite	Memorandum	Letter	C	eExam

<input type="checkbox"/>	MCQ	Services organized by private establishment which collect, transport and deliver goods inform of parcels, letter, mail be refer to as _____	Courier Services	Postal Service	. Post Restante	None of the above	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	A service rendered to tourists by the post office is refer to as _____	Letter	. Post Restante	Express Telegram	Express Delivery	B	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	The service that enables the public to reply to business advertisements without paying for postage stamps is known as _____	Business reply services	Letter	Cash on delivery	Express Delivery	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	The following are types of telegraphic Services except _____	Ordinary Telegram	Local Telegram:	Express Telegram	Greeting Card	D	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	Telegram may be written in plain language or _____ of words or in combination of both,	Prescribed code	Code	Plain	All of the above	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	A one- way communication system is the one in which communication flows from the originator to the receiver only	Disagree	Partially Disagree	Agree	Not Sure	C	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	Communication can be one way or _____ ways.	Two	Three	Four	Five	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	The word "Communication" is derived from the Latin word "communis" which means _____	"Common",	"Come"	Connote	Concern	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	Partnership may be terminate, depending on _____	Partnership Constitution	Decision	partnership agreement	All of the above	C	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	Corporation have greater financial capability since capital can always be raised by _____.	Subscribe for share	Acquire tangible asset	Organised AGM	selling shares.	D	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	Corporation may be formed for _____ or _____ purposes	Vision, Mission	profit , Non-profit	Relevant, Non relevant	None of the above	B	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	A corporation is a more _____ business structure	complex	Lesser	Relevant	All of the above	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	A _____ has been described as a "Legal Entity" having a separate life from its owners	Cooperative	Liabilities	Corporation	Entrepreneur	C	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	The biggest disadvantage of the sole proprietor is _____	Perpentyuty	Morale	Limited Liabilities	Unlimited liability	D	<input type="checkbox"/> eExam



<input type="checkbox"/>	MCQ	A _____ has Complete control over the business	Sole Proprietorship	Partnership	Corporate	Dormant	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	To guide against risk and plan for your overall financial sustainability requires an overall _____	Monitoring	Financial plan	Application	None	B	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	Other supporting information to present in business plan but which does not fit easily into the main text reflect as _____	Annexure	Synopses	Appendixes	Summary	C	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	All are Content of a Business Plan except	Cover page	Table of contents	Executive Summary	Preamble	D	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	A business plan will _____ your own thinking	clarify	Identify	Examine	All of the above	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	A _____ is defined as a legal business with two or more owner	Corporation	Limited Company	Sole Proprietorship	partnership	D	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	Sole proprietorship give room for flexibility in decision making	Disagree	Agree	Strongly Disagree	Undecided	B	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	A two- way communication system is one in which communication flows from the originator to the receiver with the existence of a feedback system from the _____ to the originator	Receiver	Sender	Receipient	All of the above	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	Sole proprietorship is the most common _____ of business structure	Mode	System	Form	Group	C	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	Business plan should be written simply, clearly, persuasively, _____ and to the point	Strictly	Honestly	Deligently	None	B	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	A person who risks time and money to start and manage a business is	Entrepreneur	Seller	Business Man	Provider	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	A writing document that describes in detail what kind of business you intend to operate is known as _____	Business Document	Business Plan	Business Review	All of the above	A	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	A _____ of communication refers to the means or methods by which one intends to get a message across to the intended recipient	Form	Medium	Means	Not Sure	B	<input type="checkbox"/> eExam
<input type="checkbox"/>	MCQ	E-mail is a form of _____ communication	Verbal	UnWritten Communication	Written Communication	Non – Verbal/Electronic	D	<input type="checkbox"/> eExam

<input type="checkbox"/>								
<input type="checkbox"/>	MCQ	All are forms of Non-Verbal Communication except	Speaking	Facial expressions	Body posture	Eye contact	A	eExam
<input type="checkbox"/>	MCQ	The types of communication that involves the use of words refer to as	Written Communication	Oral Communication	Non-Verbal Communication	All of above	B	eExam
<input type="checkbox"/>	MCQ	Obtaining feedback will ensure that the communication has been effective.	Agree	Disagree	Undecided	Not Sure	A	eExam
<input type="checkbox"/>	MCQ	The response or reaction of the receiver of the message when it has been properly received and understood known as _____	A Decoder	An encoder	Feedback	Noise	C	eExam
<input type="checkbox"/>	MCQ	The response or reaction of the receiver of the message when it has been properly received and understood known as _____	A Decoder	An encoder	Feedback	Noise	C	eExam
<input type="checkbox"/>	MCQ	The tool by which the receiver deciphers the transmitted message refers to as _____	A Decoder	An encoder	Noise	Feedback	A	eExam
<input type="checkbox"/>	MCQ	Communication improves recipient's understanding, creates good relations and improves organizational _____	Decision	Policy	Relation	Goodwill	D	eExam
<input type="checkbox"/>	MCQ	Communication is a two way process and is not complete without _____	Respond	Feedback	Drawback	None	B	eExam
<input type="checkbox"/>	MCQ	A two- way communication system is one in which communication flows from the originator to the receiver with the existence of a feedback system from the receiver to the originator	Agree	Disagree	Partially Disagree	Undecided	A	eExam
<input type="checkbox"/>	MCQ	For a message to be clearly understood, any words used in it must have the same meaning for both the _____ and the receiver	encoder, decoder	recipient, receiver	Emotion, Noise	Sender, receiver	D	eExam
<input type="checkbox"/>	MCQ	All forms of impediments that may hinder the successful flow of communication in the organization refer _____	Lack of motivation	Barriers to effective organizational communication refer	Screening and information filtering	Misunderstanding	B	eExam
<input type="checkbox"/>	MCQ	Anything that distracts the attention of the sender or receiver from receiving information is	Distractor	Emotion	Noise	Perception	C	eExam

<input type="checkbox"/>								
<input type="checkbox"/>	MCQ	Formal system, Vertical system, Horizontal system and Informal system all are pattern of Communication.	Agree	Disagree	Undecided	Not Sure	A	eExam
<input type="checkbox"/>	MCQ	A situation where people selectively interpret what they see or hear on the basis of their interes refers to as _____	Non Selective Perception	Information overload	Emotion	Selective Perception	D	eExam
<input type="checkbox"/>	MCQ	The way a person feels at the time of receipt of a piece of information refers to _____	Emotion	filtering	Flattering	All of the above	A	eExam
<input type="checkbox"/>	MCQ	A condition by which information flow exceeds an individual's processing capacity is known as _____	Information Overlay	Information overload	Information Relay	Emotion	B	eExam
<input type="checkbox"/>	MCQ	The only reliable means of controlling rumor mongering is through _____	Organisation Management	Monitoring	Concensus	Effective information or communication	D	eExam
<input type="checkbox"/>	MCQ	The _____ is one major route for informal communication	Grapevine	Reliable	Mistrust	Concensus	A	eExam
<input type="checkbox"/>	MCQ	The most common flow of communication in organizations is known as _____	Horizontal Communication	Vertical System	Downward communication	upward communication	C	eExam

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