CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 3 December 2024. Morning Paper.   **Time Allowed: 2 hours.**

This paper consists of fifty (50) Multiple Choice Questions. Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. Each question is allocated two (2) marks.

1. Sending a local purchase order is an example of _____.
    A. horizontal communication
    B. downward communication
    C. vertical communication
    D. external communication   (2 marks)

2. Which one of the following statements describes intrapersonal communication?
    A. Communication between two people
    B. Communication within oneself
    C. Public speaking to an audience
    D. Discussion within work teams   (2 marks)

3. Which one of the following is an example of diagonal communication?
    A. Marketing manager discussing a project with a sales officer
    B. General manager giving instructions to all heads of departments
    C. An employee sharing feedback with their direct supervisor
    D. Two employees at the same level collaborating on a task   (2 marks)

4. Which one of the following is a key characteristic of effective communication?
    A. Familiarity between the sender and receiver
    B. Clear, concise and well-structured messages
    C. Focusing solely on the sender's viewpoint
    D. Recording every feedback from the receiver   (2 marks)

5. Which one of the following statements describes public communication?
    A. Workers discussing issues of public interest
    B. Delivering messages to a large audience
    C. One-on-one discussions in open offices
    D. Group discussions done in public spaces   (2 marks)

6. Which one of the following are examples of messages that could be conveyed from the sender to the receiver?
   A. Actions, pictures, gestures and words
   B. Opinions, feelings, views and suggestions
   C. Letters, reports, telephone and face-to-face
   D. Feedback, response, reaction and reply   (2 marks)

7. Which one of the following is essential to avoid misunderstandings in communication?
   A. Communicating what the receiver wants to hear
   B. Providing context and asking for clarification
   C. Always use formal language in communication
   D. Communicating only through written channels   (2 marks)

8. Preciseness in communication can be achieved by _____.
   A. checking accuracy of words
   B. providing all necessary facts
   C. using familiar language
   D. sticking to the point   (2 marks)

9. Distortion of information refers to _____.
   A. altering the original meaning of a message
   B. sending a message to the wrong recipient
   C. poor encoding of a message by the sender
   D. concealing of unfavourable information   (2 marks)

10. Which one of the following punctuation marks is used to introduce a list of items after a complete sentence?
    A. Commas
    B. Colon
    C. Apostrophes
    D. Hyphens   (2 marks)

11. Which one of the following is the most appropriate complementary close for a formal letter starting with "Dear Sir"?
    A. Best regards
    B. Best wishes
    C. Yours sincerely
    D. Yours faithfully   (2 marks)

12. After receiving a report from Mary, John wrote a letter assuring Mary of the receipt of the document. This type of letter is known as_____.
    A. transmittal letter
    B. collection letter
    C. confirmation letter
    D. acknowledgement letter   (2 marks)

13. Which one of the following is a characteristic of closed questions used in a questionnaire?
    A. It is difficult to analyse the responses given
    B. Allows respondents to give personal responses
    C. Accompanied by a list of possible responses
    D. They are simple for the researcher to construct (2 marks)

14. Which one of the following situations could be ideal to use a memorandum as a channel of communication?
    A. Human resource officer collecting data for a job analysis
    B. Managing director reminding heads of departments of a decision
    C. Marketing officer inviting customers for an open day event
    D. Chair of a board inviting shareholders to an annual general meeting (2 marks)

15. Which one of the following techniques can help a speaker improve their persuasive skills?
    A. Using a common language to impress the audience
    B. Establishing credibility and trust with the audience
    C. Recording the audience's feedback and reactions
    D. Speaking loudly enough for the audience to hear (2 marks)

16. Which one of the following statements describes the term 'receiving' as a stage in the listening process?
    A. Process of extracting meaning from the message
    B. Process of distinguishing facts from opinions
    C. Perceiving verbal and non-verbal messages
    D. Committing the information to memory (2 marks)

17. Which one of the following forms of communication could be reinforced through use of non-verbal signals?
    A. Visual and oral communication
    B. Face-to face and phone messages
    C. Audio-visual and verbal messages
    D. Written and graphic communication (2 marks)

18. Which one of the following actions demonstrates haptics in non-verbal communication?
    A. Holding hands
    B. Calm tone of voice
    C. Giving a thumbs up
    D. Waving of hands (2 marks)

19. Touch could be used as a non-verbal signal to convey _____.
    A. confidence and openness
    B. honesty and comfort
    C. support and reassurance
    D. emphasis and anger (2 marks)

20. Which one of the following is a reason a speaker should consider the audience's prior knowledge of the topic?
    A. Determine method of delivery to use
    B. Determine how much detail to include
    C. Help in choosing audiovisual equipment
    D. Decide what time to start the speech (2 marks)

21.	Which one of the following statements explains the importance of using short notes and slides during a presentation?
	A.	Helps to grab the attention of the audience
	B.	Ensures the speaker is adequately prepared
	C.	Enhances thorough research of the topic
	D.	Helps in the logical flow of presentation	(2 marks)

22.	Which one of the following elements could determine the content of presentation?
	A.	Degree of rehearsal
	B.	The time limit
	C.	Types of visuals
	D.	Age of presenter	(2 marks)

23.	A good presenter should be _____.
	A.	eloquent
	B.	controlling
	C.	commanding
	D.	questionable	(2 marks)

24.	Which one of the following statements describes the objective of using pauses while delivering a presentation?
	A.	Helps in varying the tone and volume
	B.	Gives time to the audience to reflect
	C.	Helps maintain meaningful eye-contact
	D.	Helps check availability of all materials	(2 marks)

25.	Which one of the following objectives could be achieved by a candidate from attending a job interview?
	A.	Ensuring that all questions asked are clear and relevant
	B.	Ensuring there is no biasness in the recruitment process
	C.	Assess whether career ambitions align with the job position
	D.	Create a lasting relationship and network with other interviewees	(2 marks)

26.	The following are preparations that require to be made before an interview:

	(i)	Preparation of venue and equipment
	(ii)	Going through resumes of candidates
	(iii)	Preparing an elevator pitch
	(iv)	Arriving early and eye-contact
	(v)	Predicting questions
	(vi)	Researching information of the position

	Which one of the following sets indicates preparations that should be made by an interviewee?
	A.	(iii), (v), (vi)
	B.	(i), (ii), (iv)
	C.	(ii), (iii), (vi)
	D.	(iv), (v), (vi)	(2 marks)

27. Which one of the following is an interview conducted by two or more interviewers separately?
   A. Situational interview
   B. Unstructured interviews
   C. Serial interviews
   D. Panel interviews   (2 marks)

28. Which one of the following steps should an interviewer take before conducting an interview?
   A. Memorise all the candidate's information
   B. Prepare a clear list of objective questions
   C. Speak to the candidates in a friendly manner
   D. Use candidates past experience to ask questions   (2 marks)

29. There should be a quorum _____.
   A. throughout the duration of a meeting
   B. at the commencement of a meeting
   C. when important decision is to be made
   D. before the arrival of the chairperson   (2 marks)

30. A casting vote in a meeting is made in case of _____.
   A. a major conflict
   B. a major resolution
   C. equality of votes
   D. inadequate votes   (2 marks)

31. Which one of the following is a role played by a secretary after the meeting?
   A. Ensure refreshments are available
   B. Prepare a final copy of the minutes
   C. Avail necessary documents and agenda
   D. Read minutes of previous meeting   (2 marks)

32. Which one of the following sections of a report thanks any person or organisation that helped in collection of data?
   A. Bibliography
   B. Abstract
   C. Acknowledgement
   D. Transmittal letter   (2 marks)

33. Which one of the following statements explains the objective of defining the scope of a report?
   A. Summarises all the other sections of the report
   B. Describes methods used to collect information
   C. Helps in setting boundaries in terms of length
   D. Sets out the limit in terms of content coverage   (2 marks)

34. Which one of the following sections of a report contains the scope, purpose and commissioning authority?
    A. Heading
    B. Findings
    C. Terms of reference
    D. Executive summary   (2 marks)

35. Which one of the following is a type of report that assesses the viability and potential success of a proposed project?
    A. Technical report
    B. Analytical report
    C. Status report
    D. Feasibility report   (2 marks)

36. Which one of the following is a characteristic of blogs?
    A. They are structured with distinct sections and pages
    B. Used for sharing opinions, news and personal experiences
    C. Their content is formal reflecting an organisation's brand
    D. Primary goal is sharing information rather than interactions   (2 marks)

37. Which one of the following factors distinguishes extranet from intranet?
    A. Allows access to external clients
    B. Uses the internet for access
    C. Its accessible by anyone
    D. It's a private internal network   (2 marks)

38. Which one of the following statements describes the term "Bluetooth"?
    A. A technology of high-speed internet connectivity between devices
    B. A method of encrypting data sent over computer networks
    C. Protocol for short-range wireless communication between devices
    D. Protocol for managing online traffic between computer devices   (2 marks)

39. Which one of the following is a concern related to data privacy in information technology?
    A. Protecting unauthorised access of sensitive information
    B. Limiting unauthorised access of internet by employees
    C. Ensuring that all employees have easy access to data
    D. Encouraging the use of only publicly available data   (2 marks)

40. Which one of the following practices could raise unethical issues in online advertising?
    A. Displaying advertising messages on mobile platforms
    B. Analysing data to track effectiveness of an advertisement
    C. Using client data without consent to create advertisements
    D. The use of negative advertising messages repetitively   (2 marks)

41.   Ethical hacking refers to _____.
        A.   hacking transactions for financial gain
        B.   hacking without causing computer damage
        C.   hacking to protect against cyber-attacks
        D.   hacking without causing loss to data   (2 marks)

42.   Which one of the following principles of ethical communication is violated by posting fake news on social media?
        A.   Transparency
        B.   Courtesy
        C.   Accuracy
        D.   Honesty   (2 marks)

43.   Which one of the following statements describes the term "cyberbullying"?
        A.   Sending threatening message on digital platforms
        B.   Phishing and hacking into other people's devices
        C.   Using fake profiles to manipulate public opinion
        D.   Violating other people's rights to privacy of data   (2 marks)

44.   Which one of the following statements explains a concern when ICT employees bring their own devices to work?
        A.   Productivity and efficiency issues
        B.   Data security and privacy issues
        C.   Data accuracy and adequacy issues
        D.   Flexibility and time management   (2 marks)

45.   Digital piracy refers to _____.
        A.   unauthorised creation of digital content
        B.   using the internet for illegal activities
        C.   copying and pasting of digital content
        D.   unauthorised distribution of digital content   (2 marks)

46.   Which one of the following scenarios describes unethical data manipulation?
        A.   Correcting inaccurate data to prevent misunderstanding
        B.   Concealing unfavourable data to present better results
        C.   Failure to save information to be used for future reference
        D.   Reporting all findings whether positive or negative   (2 marks)

47.   Which one of the following terms describes data falsification?
        A.   Data encryption
        B.   Data merging
        C.   Data fabrication
        D.   Data formatting   (2 marks)

48. Which one of the following is an example of an ethical dilemma in advertisement?
    A. Whether to highlight the strengths of a product while omitting the defects
    B. Whether to withhold sensitive information to protect the business secrets
    C. Whether to ensure that all information complies with legal standards
    D. Whether to advertise on social media channels or use traditional platforms   (2 marks)

49. Which one of the following statements describes the term "self-plagiarism"?
    A. Copying and using your own work and citing it in a new paper
    B. Reusing part of your previously submitted work without consent
    C. Revising your own work without consent before submitting it
    D. Quoting your earlier publication but forgetting to include a reference   (2 marks)

50. Which one of the following statements demonstrates integrity in business communication?
    A. Altering the truth to align with an organisation's goals
    B. Giving information that pleases the audience to avoid conflict
    C. Admitting mistakes even when it is not favourable to the sender
    D. Withholding negative information to avoid unfavourable outcomes   (2 marks)

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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 20 August 2024. Morning Paper.   **Time Allowed: 2 hours.**

This paper consists of fifty (50) Multiple Choice Questions. Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. Each question is allocated two (2) marks.

1.   Which one of the following is a characteristic of communication?
    A.   Simple process
    B.   Social process
    C.   Occasional process
    D.   One-way process   (2 marks)

2.   Which one of the following is a role of external communication in an organisation?
    A.   Builds business networks
    B.   Reduces competition
    C.   Enhances internet use
    D.   Allows open-door policy   (2 marks)

3.   Which one of the following statements demonstrates downward communication?
    A.   Supervisor submitting progress report to production manager
    B.   Finance officer formally consulting a human resource officer
    C.   Employees interacting with each other during a lunch break
    D.   Chief executive officer giving a briefing to all the staff   (2 marks)

4.   Which one of the following factors could promote grapevine communication?
    A.   Enhanced upward communication
    B.   Adequate formal communication
    C.   Insecurity and uncertainties
    D.   Credibility and authenticity   (2 marks)

5.   Which one of the following represents functions of the receiver in the communication process?
    A.   Conception, reception, comprehension
    B.   Reception, comprehension, interpretation
    C.   Initiation, transmission, interpretation
    D.   Reception, conception, comprehension   (2 marks)

6.   Which one of the following statements indicates the importance of choosing an appropriate channel of communication?
    A.   Determines the purpose of the message
    B.   Determines the receiver of the message
    C.   Determines how a message is interpreted
    D.   Determines need for audience analysis   (2 marks)

7.   Which one of the following activities is correctly matched with the stage of the writing process to which it relates?
    A.   Editing – beginning to structure the body of the letter
    B.   Drafting – refining words, sentences and paragraphs
    C.   Prewriting – Carrying out audience analysis
    D.   Revising – Checking correctness of grammar   (2 marks)

8.	Which one of the following details should be included in the closing paragraph of a cover letter?
	A.	Detailed work history
	B.	A request for an interview
	C.	Personal skills and hobbies
	D.	A request for a high salary	(2 marks)

9.	Which one of the following guidelines could be observed when designing posters for communication?
	A.	Ensure they can be read from a very long distance
	B.	Making them interactive for all the audience
	C.	Limiting information to prevent clattering
	D.	Ensuring they remain relevant for many years	(2 marks)

10.	Which one of the following features distinguishes a circular from a newsletter?
	A.	A circular is typically longer and more detailed than a newsletter
	B.	A circular is used for one-time announcements or instructions
	C.	A circular often includes business stories and editorials
	D.	A circular is sent regularly, like a monthly or quarterly update	(2 marks)

11.	Which one of the following situations require a writer to use a blind carbon copy feature in email communication?
	A.	When the writer does not want to respond to messages
	B.	To keep email addresses of recipients hidden from others
	C.	If the writer does not wish to respond to all recipients
	D.	When referring to a previous correspondence received	(2 marks)

12.	Which one of the following roles is played by the receiver in overcoming barriers to effective listening?
	A.	Use of pitch and tonal variation
	B.	Clarifying unclear messages
	C.	Being open to different ideas
	D.	Being brief and concise	(2 marks)

13.	Which one of the following statements is an advantage of face-to-face communication?
	A.	Helps in good grooming and appearance
	B.	Eliminates all communication barriers
	C.	Guarantees active listening by audience
	D.	Helps in building interpersonal relationship	(2 marks)

14.	Which one of the following terms refers to touch as a form of non-verbal communication?
	A.	Proxemics
	B.	Haptics
	C.	Kinesics
	D.	Chronemics'	(2 marks)

15.	Eye contact could indicate _____ in communication.
	A.	boredom
	B.	excitement
	C.	attention
	D.	admiration	(2 marks)

16.	Which one of the following statements is a way in which space could be used in non-verbal communication?
	A.	Convey type of personality of communicators
	B.	Convey emotions and feelings of communicators
	C.	Convey type of relationship between communicators
	D.	To communicate nervousness and unpreparedness	(2 marks)

17.	Which one of the following statements refers to the context of a presentation?
	A.	Information to be conveyed in the presentation
	B.	Recent events that relate to the topic of presentation
	C.	Any visual aids that are to be incorporated in the speech
	D.	Topic that fits both the speaker and the audience	(2 marks)

18. Which one of the following statements explains how YouTube videos could be used in a presentation?
    A. Substitute the message
    B. Regulate the message
    C. Reinforce the message
    D. Replace the message (2 marks)

19. Which one of the following is the correct sequence of a presentation?
    A. Preparing, planning, practicing, presenting
    B. Planning, preparing, practicing, presenting
    C. Planning, practicing, preparing, presenting
    D. Preparing, practicing, planning, presenting (2 marks)

20. Which one of the following statements is a way in which poor audience analysis could affect a presentation?
    A. Makes the participants skip the session
    B. Inability to meet the audience's needs
    C. Interferes with the quality of presentation
    D. Inability to prepare enough visual aids (2 marks)

21. Which one of the following goals is achieved by ensuring that the interviewee is relaxed throughout the interview?
    A. Reduce the amount of interviewing time
    B. Give good impression of the organisation
    C. Possibility of asking several questions
    D. Willingness to share information openly (2 marks)

22. Which one of the following statements is a characteristic of group interviews?
    A. One candidate is interviewed by a number of interviewers
    B. Two or more candidates are interviewed simultaneously
    C. Many candidates are interviewed one after another
    D. Interviewers and interviewees use consensus method (2 marks)

23. Which one of the following statements is an example of an open-ended question that could be asked in an interview?
    A. How long have you worked for the current employer?
    B. Do you think Wekesa would be the best for this job?
    C. Which of the two shifts would you prefer to work on?
    D. What makes you interested in working for this company? (2 marks)

24. Which one of the following statements explains the term seconding in relation to meetings?
    A. Discussing two agendas at a time
    B. Supporting a motion proposed
    C. Person who stands to speak again
    D. Seeking for clarification of a point (2 marks)

25. Which one of the following mistakes made by interviewers may result in legal issues?
    A. Asking about a candidate's previous employer
    B. Asking personal questions on religion and tribe
    C. Interviewing members of both gender
    D. Having a panel consisting of one gender (2 marks)

26. Which one of the following actions shows the correct order of items in an agenda?
    A. Preliminaries, matters arising, confirmation of previous minutes
    B. Matters arising, preliminaries, confirmation of previous minutes
    C. Preliminaries, confirmation of previous minutes, matters arising
    D. Confirmation of previous minutes, Preliminaries, matters arising (2 marks)

27. Which one of the following strategies could be used to minimise multi-tasking during a virtual meeting?
    A. Handling conflicts
    B. Address one agenda
    C. Frequent polling
    D. Distributing notice (2 marks)

28. Which one of the following is an example of periodic reports used in an organisation?
   A. Special reports
   B. Proposal reports
   C. Financial reports
   D. Ad hoc reports (2 marks)

29. Which one of the following statements is a purpose of a report?
   A. Present readers opinions
   B. Document listener's reactions
   C. Give details of an event
   D. Record group discussions (2 marks)

30. Which one of the following statements is the objective of editing a report?
   A. Ensure most current details are recorded
   B. Ensuring clarity, accuracy and coherence
   C. To ensure the readers opinion is captured
   D. To ensure it's in a language writer prefers (2 marks)

31. Which one of the following is a cheaper method of sharing reports that target shareholders?
   A. Printed reports
   B. Company websites
   C. Electronic mail
   D. In-person meetings (2 marks)

32. Which one of the following factors distinguishes an analytical report from an information report?
   A. Involves presenting relevant information to the reader
   B. Involves interpretation by drawing conclusions
   C. Should capture the reader's attention and interest
   D. Should present information coherently and logically (2 marks)

33. Which one of the following items describes an online platform where information about an organisation can be accessed?
   A. Internet
   B. Website
   C. Media
   D. Database (2 marks)

34. Which one of the following statements explains a similarity between internet and extranet?
   A. Allows rapid access to vast amounts of external data
   B. Allows collaboration and coordination of departments
   C. Allows quick access to the organisation's database
   D. Easy for management to structure and control (2 marks)

35. Which one of the following statements is a characteristic of ethical communication?
   A. It is cost effective
   B. It is sent urgently
   C. Formal and official
   D. Honest and complete (2 marks)

36. Which one of the following statements is a measure used to enhance ethical communication?
   A. Training of employees
   B. Frequent communication
   C. Increase messages to clients
   D. Knowledge of customers (2 marks)

37. Which one of the following principles of ethical communication emphasises honesty and truthfulness in conveying information?
   A. Transparency
   B. Accountability
   C. Integrity
   D. Confidentiality (2 marks)

38. Which one of the following actions is an ethical concern on the collection, storage and use of personal data by organisations?
    A.   Cybersecurity
    B.   Data privacy
    C.   Copyright's
    D.   Patents   (2 marks)

39. Which one of the following principles of ethical communication is violated by relaying information acquired through eavesdropping?
    A.   Transparency
    B.   Confidentiality
    C.   Respect
    D.   Courtesy   (2 marks)

40. Which one of the following statements is ethical in relation to public speeches?
    A.   Speaking about political and religious issues
    B.   Use of non-verbal cues that regulate the speech
    C.   Sharing information from reputable sources
    D.   Ability to answer all questions asked by audience   (2 marks)

41. Which one of the following statements is unethical in relation to meetings?
    A.   Discussing any other business outside the agenda
    B.   Starting the meeting when all members have not arrived
    C.   Summarising points that participants have contributed
    D.   Holding of side conversations by some participants   (2 marks)

42. Which one of the following is a way that a speaker could acknowledge sources of information while delivering a speech?
    A.   Naming the sources
    B.   Using quotation marks
    C.   Referencing the sources
    D.   Avoiding copy pasting   (2 marks)

43. Which one of the following is an ethical responsibility of the speaker that could ensure relevance of information presented?
    A.   Using of appropriate humor
    B.   Thorough prior rehearsal
    C.   Conducting audience analysis
    D.   Choice of appropriate venue   (2 marks)

44. Which one of the following actions is an intellectual property theft?
    A.   Unauthorised use of computer hardware
    B.   Unauthorised use of copyrighted materials
    C.   Unauthorised access to organisation data
    D.   Copying data stored in the database   (2 marks)

45. Which one of the following is a measure that could be taken to fight unethical information technology use in an organisation?
    A.   Digitalising all internal data
    B.   Limiting access to computers
    C.   Using data from internal sources
    D.   Formulating institutional policies   (2 marks)

46. An accountant changed financial data in order to show better performance.
    Which one of the following terms describes the situation above?
    A.   Data correction
    B.   Data mining
    C.   Data manipulation
    D.   Data banking   (2 marks)

47. Which one of the following is an ethical responsibility of an information technology professional in relation to personal data merging?
    A. Notifying the client
    B. Integrating the data
    C. Changing the data
    D. Limiting client's access (2 marks)

48. Which one of the following terms describes an ethical dilemma where one who releases information is not made public?
    A. Whistle blowing
    B. Gossip
    C. Leaks
    D. Rumors (2 marks)

49. Which one of the following actions represents ethical communication in social media platforms?
    A. Be polite, civil and professional
    B. Be concise, pleasant and original
    C. Plan, prewrite and present
    D. Prepare, post and publish (2 marks)

50. Which one of the following statements is a characteristic of truthful information?
    A. It is planned in advance
    B. Conveyed at the right time
    C. Well researched and tested
    D. Does not offend the receiver (2 marks)

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COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 23 April 2024. Morning Paper.   **Time Allowed: 2 hours.**

Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. This paper is made up of fifty (50) Multiple Choice Questions. Each question is allocated two (2) marks.

1. Which one of the following responses could be an indicator of effective internal communication?
    A.   Enhanced creativity and innovation
    B.   Increased customer demand
    C.   Increased level of grapevine
    D.   Enhanced corporate image   (2 marks)

2. Which one of the following statements is an example of horizontal communication?
    A.   A head of department sends a memorandum to an employee in his department
    B.   The corporate secretary sends a notice of a meeting to board of directors
    C.   The human resource manager advertises a promotion vacancy internally
    D.   The marketing manager sends an email to the operations manager   (2 marks)

3. Identify a situation where intrapersonal communication occurs.
    A.   During a team meeting where colleagues discuss project strategies
    B.   While giving an oral presentation to a diverse group of clients
    C.   When an individual reflects on their personal goals and aspirations
    D.   During a brainstorming session among department heads   (2 marks)

4. Identify a situation that involves small group communication.
    A.   Conference
    B.   Convention
    C.   Committee meeting
    D.   Public presentation   (2 marks)

5. Choose a skill that involves understanding others' perspectives and feelings during communication.
    A.   Empathy
    B.   Sympathy
    C.   Flexibility
    D.   Sensitivity   (2 marks)

6. Which one of the following factors contributed to the growing importance of internal communication?
    A.   Need to negotiate with suppliers
    B.   Increase in quality of products
    C.   Reduced level of grapevine
    D.   Complex business activities   (2 marks)

7. How does feedback contribute to effective communication?
    A.   It provides clarity to the receiver
    B.   Enhancing mutual understanding
    C.   Discouraging extended communication
    D.   Determines information to be transmitted   (2 marks)

8.   Identify the statement that describes the term "Conception" as used in the communication process.
     A.   One who gets the process of communication started
     B.   Converting thoughts into suitable symbols and words
     C.   Formulation of an idea, feeling or thought in the mind
     D.   Process of attaching some meaning to the message   (2 marks)

9.   Which one of the following methods could be used by a sender to enhance compactness in communication?
     A.   Using concise and clear language
     B.   Including all details and explanations
     C.   Considering the receiver's perspective
     D.   Using long and complex sentences   (2 marks)

10. How can paraphrasing help overcome semantic barriers in communication?
     A.   Introducing the topics to be presented
     B.   Providing clarity and confirming understanding
     C.   Repeating the same information severally
     D.   Presenting as detailed information as possible   (2 marks)

11. Which one of the following statements explains the term "ethnocentrism" as a barrier of communication?
     A.   Passing only messages that looks favorable to the receiver
     B.   Being rigid and unreceptive to other people's new ideas
     C.   Perception that one's own culture is superior to others
     D.   Lack of trust and credibility of the sender's message   (2 marks)

12. Identify a reason why using simple and clear language helps to overcome communication barriers.
     A.   Determines the perspective of the audience
     B.   Enhancing comprehension and understanding
     C.   By using terms preferred by the sender
     D.   Encoding as much information as possible   (2 marks)

13. Select an objective of supporting sentences in a paragraph.
     A.   Introduce the main idea
     B.   Develop the main idea
     C.   Summarise the main idea
     D.   Restate the main idea   (2 marks)

14. Which one of the following is part of the pre-writing stage of the writing process?
     A.   Improving readability of text
     B.   Eliminating possible errors
     C.   Generating potential content
     D.   Improving coherence of text   (2 marks)

15. The following are components of a business letter:
     (i)   Date
     (ii)   Post script
     (iii) Inside address
     (iv)   Reference
     (v)   Sender's address
     (vi)   Subject heading

     Which one of the following shows the order in which the items above should appear in a business letter?

     A.   (i), (v), (iii), (iv), (vi), (ii)
     B.   (vi), (i), (v), (iii), (ii), (iv)
     C.   (v), (i), (iv), (iii), (vi), (ii)
     D.   (ii), (v), (i), (iii), (iv), (vi)   (2 marks)

16. Which one of the following is a type of product promotion which influences consumers to make purchase by appealing to their emotions?
     A.   Persuasive advertisement
     B.   Informative advertisement
     C.   Competitive advertisement
     D.   Reactive advertisement   (2 marks)

17. Which one of the following is the purpose of using colour, images and different fonts in a poster?
    A.   Make it easy to prepare
    B.   Make it stand out
    C.   Ensure it is brief
    D.   Ensure wide reach   (2 marks)

18. Identify a benefit of instant feedback in oral communication.
    A.   Allows use of non-verbal communication
    B.   Speaker can modify the message on the spot
    C.   Allows passing of precise and concise messages
    D.   Helps to shorten the process of communication   (2 marks)

19. Identify the importance of the evaluating stage of the listening process.
    A.   Making a mental note of key points as they are mentioned
    B.   Inferring the speaker's meaning based on one's expectations
    C.   Physically hearing the message and taking note of it
    D.   Assessing the quality of facts provided by the speaker   (2 marks)

20. Select a feature of effective non-verbal communication from the following:
    A.   Reinforces visual communication
    B.   Requires thorough preparation
    C.   Should be concise and precise
    D.   Is unplanned and unintentional   (2 marks)

21. Which one of the following is a reason why appearance is an important form of non-verbal communication?
    A.   Affects receiver's attitude towards the message
    B.   Conveys feelings such as friendship or hatred
    C.   May communicate nervousness or anxiety
    D.   Help in estimating the age of the speaker   (2 marks)

22. Choose the type of non-verbal signal that matches correctly with what it represents.
    A.   Proxemics: – The use of touch in communication
    B.   Chronemics: – How time is used in communication
    C.   Haptics: – Vocal cues that convey meaning
    D.   Kinesics: – Use of space to convey information   (2 marks)

23. Identify a guideline for effective public speech delivery.
    A.   Use as many visual aids as are available
    B.   Postpone delivery of the speech if nervous
    C.   Avoid reading from a script or from a slide
    D.   Use the same tone throughout the speech   (2 marks)

24. Which one of the following actions could be an indicator of stage fright during a presentation?
    A.   Lack of speaker's credibility
    B.   Use of multiple non-verbal cues
    C.   Speaker's trembling voice
    D.   Walking around on stage   (2 marks)

25. Which one of the following responses could be an indicator of audience attentiveness during a presentation?
    A.   Looking at the time
    B.   Asking questions
    C.   Background knowledge
    D.   Positive thoughts   (2 marks)

26. Which one of the following actions could enhance a speaker's familiarity with the venue of presentation?
    A.   Maintain eye-contact
    B.   Audience analysis
    C.   Arriving early
    D.   Virtual presentation   (2 marks)

27. How can an interviewer improve the effectiveness of an interview?
    A. By the use of closed-ended questions only
    B. Maintaining a safe distance during the meeting
    C. Actively listening to the candidate's responses
    D. Narrating and demonstrating their experiences   (2 marks)

28. How can organisations benefit from analysing data collected from exit interviews?
    A. Helps in storing the feedback received
    B. Helps to identify areas for improvement
    C. Helps to award employees for their feedback
    D. Helps to track where the employees have gone to   (2 marks)

29. Identify a way that the interviewer could help the interviewee to relax during an interview.
    A. Start with easy open-ended questions
    B. Start with easy leading questions
    C. Asking all personalised questions
    D. Offering to give a high salary   (2 marks)

30. Identify information that an interviewer could provide the interviewee during a job selection interview.
    A. Experience acquired
    B. Date of the interview
    C. Number of applicants
    D. Career progression   (2 marks)

31. Which one of the following factors could determine the formality or informality of a meeting?
    A. Competence of the chairperson
    B. Importance of decisions made
    C. Number of participants invited
    D. Length of agenda to be discussed   (2 marks)

32. Identify a guideline that should be followed while planning a meeting.
    A. Draw contributions from all the participants
    B. Provide participants with necessary information
    C. Summarise the decision reached in the meeting
    D. Observe punctuality and ensure turn-taking   (2 marks)

33. How do participants contribute to effectiveness of a meeting?
    A. Determining the agenda of a meeting
    B. Actively engaging in discussions
    C. Monopolising speaking time
    D. Recording the discussions in meeting   (2 marks)

34. What is the purpose of sending notices of meetings?
    A. Guide the chairperson in conducting the meeting
    B. Inform members the meeting's date, time and agenda
    C. Encourage the chairperson to be present for the meeting
    D. Inform members matters to be discussed in the meeting   (2 marks)

35. Which one of the following statements is a reason why reports should have accurate facts?
    A. Helps in proper decision-making
    B. Ensure that it is reader-oriented
    C. Ensure it is logical and systematic
    D. To present familiar information   (2 marks)

36. Which one of the following descriptions distinguishes wireless technology from the traditional cable networks?
    A. Removes the need for internet connection
    B. Allows access to a lot of information online
    C. Allows access of information from anywhere
    D. It is a method of digital communication   (2 marks)

37. Identify a method that could be used in an organisation to create an ethical culture in information technology.
   A. Training staff in ethics
   B. Interviewing ethical staff
   C. Collecting ethical data
   D. Identifying ethical issues (2 marks)

38. Which one of the following statements describes an ethical issue related to use of mobile phones?
   A. Ability to make calls at any time of day
   B. Access to large amounts of digital data
   C. Ability to track movement and activity
   D. Regular fluctuation of internet connection (2 marks)

39. Despite hacking being unethical, it can sometimes be encouraged in an organisation. Which of the following could be a positive consequence of hacking?
   A. Can be used by the hacker to make money
   B. Can be used to disclose personal information
   C. Helps in reforming experienced hackers
   D. Can demonstrate that a system is insecure (2 marks)

40. Fraudsters used email to persuade people to submit personal information to a fake web page which they used to transfer money to themselves.

   In the context of information technology, what term refers to this unethical issue?
   A. Conning
   B. Phishing
   C. Manipulation
   D. Lack of credibility (2 marks)

41. Which one of the following activities is a cybercrime?
   A. Using computer to copy and paste files
   B. Using computer to enter personal data
   C. Use of computer to correct inaccurate data
   D. Use of computer to alter official documents (2 marks)

42. Which one of the following statements is an example of data misuse?
   A. Collecting, storing and using data from many customers
   B. Compiling customers' data into an organisation's database
   C. Using artificial intelligence to collect data for marketing
   D. Using data collected for academic research for marketing (2 marks)

43. Identify a reason why ethics is important in communication.
   A. Allows organisations to collect a lot of customer's data
   B. Enhances the use of technology in communication
   C. Ensures organisations meet regulatory and legal requirements
   D. Helps in shortening the lines of communication in an organisation (2 marks)

44. Which one of the following principles of ethical communication could be achieved by using the right tone?
   A. Honesty
   B. Respect
   C. Accuracy
   D. Privacy (2 marks)

45. Identify a way in which the sender could enhance credibility of information.
   A. Encoding the message using clear and simple language
   B. Getting all the facts of information before sharing
   C. Transmitting the message through cost effective channel
   D. Sending information to a limited number of recipients (2 marks)

46. Which one of the following statements is an unethical issue related to use of social networks?
    A. Interacting with friends and family
    B. Developing professional relationships
    C. Downloading incomplete content
    D. Uploading inappropriate material (2 marks)

47. Identify a technique that could be used to enhance confidentiality of information.
    A. Use of secure content
    B. Use of secure channel
    C. Giving secure feedback
    D. Ensure security of sender (2 marks)

48. What role does integrity play in communication?
    A. Promotes timely communication
    B. Helps to foster trust and credibility
    C. Encourages communication to intruders
    D. Leads understanding of client needs (2 marks)

49. What ethical principle is upheld when information is communicated accurately and truthfully?
    A. Honesty
    B. Respect
    C. Correctness
    D. Empathy (2 marks)

50. Why is it important to address the manipulation of information in communication?
    A. To foster open dialogue among stakeholders
    B. To encourage collaboration within the organisation
    C. To promote transparency and accountability
    D. To maintain control over the flow of information (2 marks)

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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 5 December 2023. Morning Paper.   **Time Allowed: 2 hours.**

Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. This paper is made up of fifty (50) multiple choice questions. Each question is allocated two (2) marks.

1.   Identify a consequence of having a formal communication network which does not provide information needed by employees.
      A.   Loss of information
      B.   Active grapevine
      C.   Lack of records
      D.   Poor planning   (2 marks)

2.   Which of the following is an informal form of external communication?
      A.   Social networking event
      B.   Sales letters sent to customers
      C.   Sending circulars to debtors
      D.   Notice sent to shareholders   (2 marks)

3.   What is the primary purpose of upward communication in business organisarions?
      A.   To facilitate information flow from lower-level employees to the management
      B.   To share market trends with external stakeholders
      C.   To promote social interactions among employees
      D.   To convey instructions from top management to lower-level employees   (2 marks)

4.   Which of the following is an advantage of using electronic channels of communication in an organisation?
      A.   Promotes ease of interaction
      B.   Allow expression of emotions
      C.   Increase information accessibility
      D.   They are not prone to overuse   (2 marks)

5.   Identify the statement that explains the term "consideration" as a principle of communication.
      A.   Strict adherence to communication rules
      B.   Correct decoding of a message received
      C.   Preparing a message with recipient in mind
      D.   Ensuring detailed content of message sent   (2 marks)

6.   Which of the following could be a consequence of wrong encoding of a message?
      A.   Filtering of information
      B.   Distortion of message
      C.   Poor timing of message
      D.   Wrong receiver of message   (2 marks)

7.   The human resource manager of Poly Limited recently posted information on increase of salaries of some employees on the notice manager board. This caused negative reactions from the other employees.

      What would have caused negative reaction?
      A.   Wrong timing of message
      B.   Wrong choice of channel
      C.   Poor conception of message
      D.   Lack of appropriate feedback   (2 marks)

8.   Which communication barrier could be overcome by respecting other people's views?
     A.   Difficulties in self-expression
     B.   Sender's lack of knowledge
     C.   Receiver's negative emotions
     D.   Difference in perception   (2 marks)

9.   Select the type of letter which could be sent by a customer to show fault in goods or services offered.
     A.   Collection letter
     B.   Letter of enquiry
     C.   Complaint letter
     D.   Confirmation letter   (2 marks)

10.   Choose a technique that could be used to assess the effectiveness of forms.
     A.   Pilot testing the forms
     B.   Making them attractive
     C.   Leaving adequate spaces
     D.   Proper design of forms   (2 marks)

11.   What is similarity between "form" and "questionnaire".
     A.   Both are used to send information
     B.   Both are used to process information
     C.   Both are used only in internal communication
     D.   Both are used to collect information   (2 marks)

12.   Which of the following terms refers to a written document containing information of an organisation's activities that is shared with employees, customers or other subscribers?
     A.   Advertisement
     B.   Newsletter
     C.   Circular
     D.   Proposal   (2 marks)

13.   Identify a reason why bulky files should not be attached to email communication.
     A.   Ensure email is sent to the right person
     B.   Downloading may be too slow for recipient
     C.   Helps to declutter sender's inbox messages
     D.   May lead to committing fraud and plagiarism   (2 marks)

14.   Which of the following explains the meaning of kinesics as means of non-verbal communication?
     A.   Facial expressions
     B.   Proximity and space
     C.   Body movements
     D.   Vocal elements   (2 marks)

15.   Which of the following could be communicated by maintaining eye-contact during oral communication?
     A.   Responsibility and efficiency
     B.   Openness and truthfulness
     C.   Shyness and dishonesty
     D.   Humor and amusement   (2 marks)

16.   Which of the following non-verbal signals support verbal communication?
     A.   Collaborating signals
     B.   Reinforcing signals
     C.   Repetitive signals
     D.   Conflicting signals   (2 marks)

17. What role is played by non-verbal communication in the following example:

'Patting an employee on the back in addition to giving praise'.
A. Contradicting verbal communication
B. Substituting oral communication
C. Complementing verbal communication
D. Replacing verbal communicating   (2 marks)

18. Why could face to face communication be more preferable than use of telephone?
A. Allows interactive exchange of messages
B. Easy to avoid conflicts between communicators
C. Allows personal and emotional connection
D. Possible to interpret the tone of the speaker   (2 marks)

19. Select a purpose of persuasive communication from the following.
A. Changing listener's beliefs
B. Improve understanding
C. Enhance attention of receiver
D. Make message interesting   (2 marks)

20. Identify the statement that describes critical listening.
A. Picking out messages we appreciate most
B. Paying attention to show that we care
C. Trying to understand the content wholly
D. Evaluating the message against our values   (2 marks)

21. Which of the following explains the term "resolution" in relation to meetings?
A. Passed motion
B. Members proposals
C. Items discussed
D. Matters under debate   (2 marks)

22. Identify an advantage of holding meetings in an organisation.
A. They save on time
B. Cheap to prepare
C. Have a notice
D. Instant feedback   (2 marks)

23. Which of the following could be undertaken by the chairperson after a meeting?
A. Ask for confirmation from members
B. Follow-up tasks assigned to members
C. Report on the progress of meeting
D. Sign the previous' meeting agenda   (2 marks)

24. Identify a responsibility of participants before a meeting.
A. Take note of tasks to be done
B. Prepare the venue of meeting
C. Submit proposals for discussion
D. Ensure agenda is arranged logically   (2 marks)

25. Choose a benefit of conducting panel interviews.
A. Allow the interviewee time to ask questions
B. Ensure adequate preparation of the interview
C. Ensure that all prepared questions are asked
D. Ensure different interests are represented   (2 marks)

26. Which of the following type of questions could be asked by an interviewer to get the desired answer?
A. Probing question
B. Open-ended question
C. Leading question
D. Guided question   (2 marks)

27. Identify a technique that could be used by the interviewee to demonstrate genuine interest in a position during a job interview.
    A.   Maintaining constant eye-contact
    B.   Answering questions without pausing
    C.   Using a firm hand shake at the start
    D.   Asking questions about the job   (2 marks)

28. Which of the following could help achieve objectivity of recommendations in a report?
    A.   Ensuring they are logical suggestions from the findings
    B.   Ensuring they include the terms of reference of the report
    C.   Ensuring they have the procedures used to gather data
    D.   Ensuring they present clear, coherent and brief facts   (2 marks)

29. Which of the following represents the items included in the terms of reference section of a report?
    A.   Procedure, findings and purpose structure of the report
    B.   Purpose, scope, submission date and who commissioned it
    C.   Conclusions, title, scope and the person it will be submitted to
    D.   Appendices, bibliography, background and reasons for the report   (2 marks)

30. Select a reason that could make a speaker practice before delivering a presentation.
    A.   To determine the purpose of presentation
    B.   Familiarise with the nature of audience
    C.   Increase familiarity with the main points
    D.   Help in asking audience questions   (2 marks)

31. Choose a reason that could make a speaker ask members of the audience questions during a presentation.
    A.   Rank them according to their understanding
    B.   To actively involve them in the presentation
    C.   To assess their suitability for the occasion
    D.   Seek clarification on information presented   (2 marks)

32. Identify a situation when manuscript method could be most appropriate for delivering a speech.
    A.   When the speaker does not want to be confined by notes
    B.   If it is important to maintain eye-contact throughout the speech
    C.   When necessary to be engaging both verbally and non-verbally
    D.   When original and exact wording of an idea is crucial   (2 marks)

33. Which of the following could enhance the ease of finding required information on a website?
    A.   Incorporating text links
    B.   Posting information regularly
    C.   Use of color and images
    D.   Use of captivating language   (2 marks)

34. Choose a characteristic of intranet from the following:
    A.   Helps break geographical barriers
    B.   Limits accessibility to information
    C.   Contains all kinds of information
    D.   It is a public computer network   (2 marks)

35. Which of the following is an objective of providing space for comments on a corporate blog?
    A.   To make it easy to navigate
    B.   To promote user engagement
    C.   Allow regular posting of information
    D.   Discourage posting of negative reviews   (2 marks)

36. Which of the following is a reason that makes it important for organisation's to enhance ethics in information technology?
    A.   Increase the usage of computer networks
    B.   Enhance collection of large amounts of data
    C.   To safeguard integrity of information
    D.   To design collaborative data bases   (2 marks)

37. Identify a challenge that could be associated with the increasing dependence on information technology in organisations.
    A. Failure to maintain written records
    B. Overreliance on oral communication
    C. Reduction in the number of meetings
    D. Misuse of information technology (2 marks)

38. Select a way in which ordinary employees could ensure ethical communication practices in an organisation.
    A. Avoiding engaging in ethical dilemmas
    B. Communicate only when authorised
    C. Abide by relevant professional codes
    D. Establish communication policies (2 marks)

39. Which of the following is a key area where ethical issues could arise in an organisation?
    A. Use of outdated hardware gadgets
    B. Ownership of software and data
    C. Speed with which data is stored
    D. Number of input devices maintained (2 marks)

40. Which of the following is the duty of management in coping with ethical issues caused by the rapid change in information technology?
    A. Awareness training on ethical sensitivities
    B. Increasing the number of computer facilities
    C. Reducing the number of employees required
    D. Collect lesser written and verbal information (2 marks)

41. Which of the following is an ethical issue that can arise due to unauthorised access of personal data?
    A. Identity theft
    B. Data retention
    C. Ownership theft
    D. Lack of transparency (2 marks)

42. Which of the following is a cybersecurity risk?
    A. Transmission of complex data
    B. Untimely relaying of feedback
    C. Misuse of sensitive information
    D. Tracking of information by sender (2 marks)

43. Identify situations when plagiarism could be illegal.
    A. Using minor portions of others' work
    B. Documenting sources of information
    C. Quoting a famous scholar
    D. If it infringes on a copyright (2 marks)

44. Which of the following is a form of unethical distortion of information?
    A. Stating statistics
    B. Sharing information
    C. Violating privacy
    D. Selective filtering (2 marks)

45. Identify a way in which an organisation can ensure that individuals have control over how their personal data is used.
    A. Ensuring accuracy of data
    B. Obtain consent for data use
    C. Sharing data with the owners
    D. Limit access to stored data (2 marks)

46. Which of the following is a way of handling ethical dilemmas in communication?
    A. Using technology to send messages
    B. Timely transmission of information
    C. Punishing unethical communication
    D. Prioritising stakeholders' welfare (2 marks)

47. Which of the following is a reason why it is important for a speaker to observe honesty in communication?
    A.   Creates an impression of authenticity
    B.   Allows quick understanding of a message
    C.   Gives ample time to provide feedback
    D.   Eliminates the need for long explanations   (2 marks)

48. Which principle of ethical communication is violated by interrupting others while having a conversation.
    A.   Transparency
    B.   Courtesy
    C.   Consistency
    D.   Confidentiality   (2 marks)

49. Identify a technique that could be used to protect personal data privacy in the face of emerging networking technologies.
    A.   Maintain unused Apps and browser extensions
    B.   Use of a Virtual Public Network while browsing
    C.   Share less information on social media networks
    D.   Occasionally use links available on the internet   (2 marks)

50. Which of the following is a characteristic of accurate information?
    A.   It is detailed
    B.   It is up to date
    C.   It is respectful
    D.   It is accessible   (2 marks)

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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 22 August 2023. Morning Paper.   **Time Allowed: 2 hours.**

Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. The paper is made up of fifty (50) multiple choice questions. Each question is allocated two (2) marks.

1.   Which of the following is a reason why a sender should send a clear message?
      A.   For easy transmission
      B.   Allow easy decoding
      C.   Provide future reference
      D.   To control the source   (2 marks)

2.   What term refers to information that has been encoded?
      A.   Idea
      B.   Communication
      C.   Data
      D.   Message   (2 marks)

3.   Choose from the following a challenge that may lead to poor encoding in a communication process.
      A.   Inaccurate interpretation
      B.   Wrong choice of channel
      C.   Unfamiliarity with receiver
      D.   Inattentive listening   (2 marks)

4.   Which of the following is a characteristic of intrapersonal communication?
      A.   Supported by non-verbal cues
      B.   Involves exchange of ideas
      C.   Requires media for transmission
      D.   It takes place continuously   (2 marks)

5.   Which of the following is a technique for achieving coherence in a paragraph?
      A.   Including many sentences
      B.   Addressing several ideas
      C.   Using transitions effectively
      D.   Numbering the paragraphs   (2 marks)

6.   Which of the following could be used to test whether a questionnaire will achieve the objective for which it was designed?
      A.   Administering it on a pilot group
      B.   Asking respondents to rate it
      C.   Using clear and attractive design
      D.   Including only essential questions   (2 marks)

7.   Which of the following is an advantage of using forms in communication?
      A.   Allows information to appear in a logical sequence
      B.   Helps in creating a good relationship with the reader
      C.   Are made to incorporate a variety of font styles and sizes
      D.   They ensure the organisation complies with the law   (2 marks)

8. Select the statement that describes comprehension listening.
   A. Listening in order to recognise and retain information
   B. Focusing on the emotions and feelings of the speaker
   C. Listening with an aim of evaluating the content
   D. Relating the speaker's experiences as one's own (2 marks)

9. Which of the following is a limitation of non-verbal communication?
   A. Requires communicators to be familiar with each other
   B. Can only be used in the absence of verbal communication
   C. Can only be used effectively by the hearing impaired
   D. It could be interpreted differently by different recipients (2 marks)

10. Which of the following is a reason why it is important to use visual aids during a presentation?
    A. Ensure easy preparation of the speech
    B. To enhance the retention of information
    C. Ensure they are seen by all in the audience
    D. Reduce the need for concentration (2 marks)

11. Choose from the following, a way to use gestures appropriately during a presentation.
    A. Do not mix gestures, use one at a time
    B. Use the same gestures throughout the speech
    C. Relate the gestures to information being conveyed
    D. Vary the gestures to suit the needs of the speaker (2 marks)

12. Identify a guideline that an interviewee could observe to ensure success during an interview.
    A. Emphasise on the faults of your current employer
    B. Answer all questions with a simple 'yes' or 'no'
    C. Reveal your weaknesses to the interviewer
    D. Ask the interviewer questions when given an opportunity (2 marks)

13. Identify a situation when a meeting should be postponed.
    A. When key players are unavailable
    B. When participants are unfamiliar
    C. When participants are far apart
    D. If some participants send apologies (2 marks)

14. Which of the following is an objective of an agenda for a meeting?
    A. Records the official proceedings of a meeting
    B. Notifies the members of an upcoming meeting
    C. Assists the chairperson in directing the meeting
    D. Contains names of those who attend the meeting (2 marks)

15. Which of the following information could be included in the introduction of a report?
    A. Expected solutions
    B. Summarised results
    C. Scope of study
    D. List of references (2 marks)

16. Identify a situation when the use of power point might be ideal while presenting a report to the board of directors.
    A. When there is need to save time in preparation
    B. When there are many members of the board
    C. When there is need to incorporate multimedia
    D. When the presentation is in written form (2 marks)

17. Which ethical principle is promoted by ensuring that only authorised persons could alter electronic data?
    A. Honesty
    B. Integrity
    C. Transparency
    D. Accuracy (2 marks)

18. Choose a consequence of security breaches to information technology systems from the following:
    A. Accessibility of data
    B. Reputational damage
    C. Collapse of data base
    D. Theft of computers (2 marks)

19. Which of the following is an ethical issue in the use of social networks?
    A. Identity theft
    B. Data inaccessibility
    C. Accurate content
    D. Data disruption (2 marks)

20. Which of the following statements explains the term "authentication" in relation to information technology?
    A. Retrieving information from a database
    B. Process of denying right of access to data
    C. Permission to execute a computer program
    D. Process of validating the identity of a user (2 marks)

21. Which of the following is a purpose of data encryption?
    A. Confidentiality of information
    B. Information transparency
    C. Information storage
    D. Data manipulation (2 marks)

22. Which of the following is a characteristic of ethical communication?
    A. Does not entertain dissenting views
    B. It is sensitive to cultural diversity
    C. Limits access to information resources
    D. Expresses intolerance and resentment (2 marks)

23. Choose a form of phishing from the following:
    A. Visiting insecure sites on the internet
    B. Sending false messages on social media
    C. Manipulation of electronic information
    D. Malicious links sent with email (2 marks)

24. Identify an ethical practice in the communication process from the following:
    A. Provision of prompt feedback
    B. Use of multiple channels
    C. Fast conception of message
    D. Inclusion of noise in the process (2 marks)

25. Which of the following is unethical in relation to upward communication?
    A. Lack of line of authority
    B. Fear of being criticised
    C. Filtering of information
    D. Complaints and grievances (2 marks)

26. Identify a way in which a participant could portray ethical behaviour during an online meeting.
    A. Interrupt the speaker to seek clarification
    B. Remain silent throughout the meeting
    C. Leave meeting occasionally to take a break
    D. Mute the microphone while not speaking (2 marks)

27. Which ethical principle of business communication is achieved by fulfilling promises made?
    A. Trustworthiness
    B. Transparency
    C. Respect.
    D. Courtesy (2 marks)

28. Which of the following could be a negative effect of plagiarism?
    A. Compromising confidentiality of information
    B. Eroding trust of information presented
    C. Affecting credibility of readers of information
    D. Could lead to lack of feedback in communication   (2 marks)

29. Which of the following terms refers to unethically omitting important facts to fit a speaker's point of view?
    A. Data merging
    B. Plagiarism
    C. Data manipulation
    D. Data loss   (2 marks)

30. Select the type of communication that provides feedback to the management on employees' feelings and dissatisfaction:
    A. Upward communication
    B. Lateral communication
    C. Downward communication
    D. Diagonal communication   (2 marks)

31. Which of the following could lead to effective oral communication?
    A. Proper articulation
    B. Proper punctuation
    C. Correct spelling
    D. Short paragraphs   (2 marks)

32. Which of the following terms refers to the exchange of facts, opinions, ideas or emotions between two or more people?
    A. Understanding
    B. Information
    C. Communication
    D. Interpretation   (2 marks)

33. Choose a characteristic of formal communication from the following:
    A. It is unsystematic and unregulated
    B. Flows in all directions at the same time
    C. Not affected by official lines of authority
    D. The source of information is known   (2 marks)

34. Identify the principle of communication that is achieved when the sender uses a media that best suits the receiver.
    A. Brevity
    B. Accuracy
    C. Concreteness
    D. Consideration   (2 marks)

35. Which of the following is a verbal signal of effective listening?
    A. Paraphrasing
    B. Smiling
    C. Eye-contact
    D. Attentiveness   (2 marks)

36. With reference to the writing process, which of the following steps should be undertaken before writing the first draft?
    A. Pre-writing
    B. Pre-editing
    C. Revising
    D. Proofreading   (2 marks)

37. Choose a factor that makes memoranda convenient channel of written communication.
    A. Are widely circulated internally and externally
    B. They are records of facts and decisions
    C. They help in meeting statutory obligations
    D. Can be pre-printed in a standardised format   (2 marks)

38. Which of the following is a purpose of the findings section of a formal report?
    A. State methods used to gather information
    B. State the information gathered
    C. Makes suggestions for action
    D. States the reason for writing the report (2 marks)

39. Which of the following is the meaning of the term 'unity' in relation to paragraph development?
    A. Natural and logical flow of sentences
    B. Use of linking words to join sentences
    C. Paragraph deals with a single idea
    D. Paragraph has an appropriate length (2 marks)

40. Which of the following is a characteristic of a fully blocked letter layout?
    A. There should be use of open punctuation
    B. No spaces should be left between paragraphs
    C. First line of each paragraph is indented
    D. Complimentary close is on the right margin (2 marks)

41. Which of the following terms refers to a bulletin that is issued periodically to members of staff in an organisation?
    A. Circular
    B. Notices
    C. Proposal
    D. Newsletters (2 marks)

42. Which of the following is a limitation of written communication?
    A. Eliminates the need for further data processing
    B. Avoids excessive summarising of information
    C. Feedback given instantly
    D. Eliminates formatting errors (2 marks)

43. Choose a purpose of line graphs from the following:
    A. Show updated information
    B. Show sequence of a process
    C. Show parts of a whole
    D. Used to indicate trends (2 marks)

44. Which of the following statements explains the term 'evaluating' in relation to the listening process?
    A. Inferring the sender's meaning of message
    B. Assessing the facts and opinions of the sender
    C. Immediate reaction of receiver to the message
    D. Taking note of the message received from sender (2 marks)

45. Identify a factor that could enhance persuasive communication from the following:
    A. Receiver's credibility
    B. Emotional appeal
    C. Audience size
    D. Listening duration (2 marks)

46. Which of the following could be a barrier to effective non-verbal communication?
    A. Conflicting signals
    B. Complementing signals
    C. Reinforcing signals
    D. Replacing signals (2 marks)

47. Which of the following statements describes the term 'symbolic gestures'?
    A. Body movements used to emphasize or support speech
    B. Use of body movements to manipulate meaning of speech
    C. Body language used to make speech lively and interesting
    D. Body language that can be used without need for speech (2 marks)

48. Which of the following is the furthest distance that could determine the proximity between communicators?
    A. Social distance
    B. Personal distance
    C. Status distance
    D. Public distance   (2 marks)

49. The following is a list of information that a speaker requires to know before delivering a presentation.
    (i)   Time allocation
    (ii)   Demographics
    (iii) Knowledge level
    (iv)   Occasion of speech
    (v)   Expectations
    (vi)   Other speakers
    Which of the following set of information could be gathered through audience analysis?
    A. (i), (ii), (iii)
    B. (ii), (iii), (v)
    C. (iii), (iv), (vi)
    D. (iii), (v), (vi)   (2 marks)

50. Select a benefit that audio conferences have over other types of online meetings.
    A. Allow attendance from any location
    B. Proceedings of meeting can be recorded
    C. Reduce cost of travelling to the meeting venue
    D. Less prone to technical breakdowns   (2 marks)

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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 25 April 2023. Morning Paper.   Time Allowed: 2 hours.

Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. The paper is made up of fifty (50) multiple choice questions. Each question is allocated two (2) marks.

1. Which of the following is an objective of effective external communication in an organisation?
    A. Lower employee turnover
    B. Enhanced corporate image
    C. Promotes coordination of tasks
    D. Improved delegation of work

2. What term refers to communication that flows along the lines of command in an organisation?
    A. Internal communication
    B. Horizontal communication
    C. Formal communication
    D. Grapevine communication

3. Which of the following is an advantage of using mobile phones in business communication?
    A. Improved customer service
    B. Improved language use
    C. Enhance data accuracy
    D. Reduces work disruption

4. Choose a characteristic of mass communication audience.
    A. Heterogeneous
    B. Homogeneous
    C. Critical
    D. Concentrated

5. Which of the following element helps in evaluating the effectiveness of a communication channel?
    A. Receiver
    B. Channel
    C. Message
    D. Feedback

6. Which of the following could cause distractions in the communication process?
    A. Gender
    B. Time
    C. Personality
    D. Multitasking

7. Which of the following is a sender-oriented barrier?
    A. Poor retention
    B. Under communication
    C. Interests and attitudes
    D. Being judgmental

8. Which of the following indicates the correct order of stages in the communication process?
   A. Encoding, transmission, conception, decoding
   B. Conception, encoding, transmission, decoding
   C. Conception, decoding, transmission, encoding
   D. Encoding, conception, transmission, decoding

9. What is the purpose of a topic sentence in a paragraph?
   A. Provide conclusion for the message covered
   B. Support other sentences in the paragraph
   C. Summarises the general idea to be covered
   D. Shows relationships between sentences

10. Identify media that could be used to communicate new policies and procedures in an organisation.
    A. Reports
    B. Directives
    C. Questionnaires
    D. Circulars

11. What benefit could accrue to an organisation from the use of pre-printed order forms?
    A. Collection of detailed information
    B. Numbered for ease of reference
    C. Contains a covering letter
    D. Requires support to fill in

12. Which of the following could be an efficient channel for sending urgent inter-office communication?
    A. Meetings
    B. Reports
    C. E-mails
    D. Proposals

13. Which of the following is a goal of persuasive communication?
    A. Interview the audience
    B. Convince the audience
    C. Introducing information
    D. Requesting for ideas

14. Identify the meaning of listening in the communication process.
    A. Understanding the communication process
    B. Clear transmission of individual communication
    C. Accurate perception of message communicated
    D. Accurate decoding of the individual message

15. Which of the following is a technique of overcoming barriers to effective listening?
    A. Recording information
    B. Mind mapping
    C. Remembering information
    D. Selective listening

16. Which is a distinguishing characteristic between oral and written communication?
    A. Interaction
    B. Exchange
    C. Title
    D. Length

17. Which of the following non-verbal signal can be used to communicate authority?
    A. Pitch
    B. Space
    C. Pace
    D. Touch

18. Identify a factor that could influence the interpretation of non-verbal communication.
    A. Language
    B. Channel
    C. Media
    D. Culture

19. Choose a technique used when presenting a public speech to enhance understanding of complex topic.
    A. Vary your tone
    B. Articulate words
    C. Be authoritative
    D. Use visual aids

20. Which of the following is a reason why a presenter could analyse the audience level of understanding?
    A. Estimate the number of attendees
    B. Determine the mix of gender
    C. Determine what they already know
    D. Determine the mood they will be in

21. Which of the following factor could a speaker consider while choosing a topic for presentation?
    A. Speaker's appearance
    B. Venue of presentation
    C. Audience specialisation
    D. Referencing style

22. Which of the following is a challenge of using the manuscript method of delivering a public speech?
    A. Forgetting information
    B. Monotonous presentation
    C. Lack of knowledge
    D. Lack of preparation

23. Why would an organisation conduct a screening interview technique?
    A. To judge candidates' intelligence
    B. To judge ability to withstand stress
    C. To weed out unsuitable candidates
    D. To judge from personal appearance

24. Which of the following should be undertaken by an interviewee before a job interview?
    A. Screen applications
    B. Avoid nervousness
    C. Respect the interviewer
    D. Learn about the company

25. Which of the following is an attribute that should be portrayed by an interviewee?
    A. Should be enthusiastic
    B. Exaggerate information
    C. Emphasize on salary
    D. Should be aggressive

26. Identify the reason why preparing an agenda is important before a meeting.
    A. Helps in distribution of minutes
    B. Used in analysing participants
    C. Allows discussion of relevant matters
    D. Helps to present the ground rules

27. Identify a factor that could lead to low participation in a meeting?
    A. High motivation
    B. Effective leadership
    C. Presence of an expert
    D. Adequate preparation

28. Which of the following is a duty of the secretary before a meeting?
    A. Prepare the venue
    B. Determine objectives
    C. Control meeting
    D. Write minutes

29. Which of the following is a challenge associated with video conferencing?
    A. Network connectivity
    B. Geographical barriers
    C. Lack of visual aids
    D. Lack of participants

30. Identify the type of report that gives a thorough evaluation of a given situation.
    A. Informative
    B. Routine
    C. Timely
    D. Analytical

31. Which of the following is a characteristic of a proposal?
    A. Provides suggestions
    B. Need no convincing
    C. Identifies a decision
    D. Statement of purpose

32. Which of the following is contained in the terms of reference section of a report?
    A. Methods of data collection
    B. Summary of findings
    C. Purpose and scope
    D. Title and acknowledgement

33. Which of the following is a benefit of having an appendix in a report?
    A. To list recommendations
    B. To give a general overview
    C. To describe the methodology
    D. To add material for reference

34. Which of the following is an impact of office automation in an organisation.
    A. Information overload
    B. Reduced skills
    C. Improved efficiency
    D. Minimises hacking

35. What term explains computer networks that allows communication between business associates?
    A. Social media
    B. Website
    C. Blogs
    D. Extranet

36. Why is it ethical to protect the confidentiality of clients' data?
    A. For competitive advantage
    B. Use it to create a data base
    C. To keep it for future use
    D. Protect privacy rights

37. Which of the following could be used to avoid unethical practices by ICT staff?
    A. Ensure adequacy of data
    B. Allow unlimited access to data
    C. Adherence to the relevant law
    D. Avoid strict rules and regulations

38. Which of the following is an objective of data protection?
    A. Ensure unlimited access
    B. Avoid accidental disclosure
    C. Ensure consistent information
    D. Uphold information modification

39. Which of the following is a principle of ethical communication?
    A. Conciseness
    B. Transparency
    C. Brevity
    D. Concreteness

40. Which of the following is a technique that could be used to avoid plagiarism?
    A. Using copyrighted information
    B. Citing the source of information
    C. Using other people's information
    D. Limited use of published information

41. Which of the following is a data manipulation technique?
    A. Downloading
    B. Recording
    C. Erasing
    D. Merging

42. Which of the following could trigger unethical communication?
    A. Need for financial gain
    B. Open communication lines
    C. Casual employees
    D. Constructive feedback

43. Which of the following amounts to inappropriate use of data collected?
    A. Data fabrication
    B. Data mining
    C. Sharing with others
    D. Redefining data

44. Which of the following could enhance a speaker's credibility?
    A. Speaker's expertise
    B. Length of speech
    C. Body of speech
    D. Non-verbal cues

45. Identify a measure that management could take to ensure compliance with codes of ethics.
    A. Producing many copies
    B. Avoid ethical dilemma
    C. Circulate it to customers
    D. Conduct ethics audit

46. Which of the following could compromise data integrity?
    A. Digital collection
    B. Data encryption
    C. Wrong password
    D. Corrupted input

47. Which of the following is a necessary ethical consideration in information technology?
    A. Social consequences of a computer programme
    B. Possible gain from a computer software
    C. Cost of installing a computer network
    D. Availability of supporting infrastructure

48. What term refers to malware that can unethically collect data from a computer?
    A.   Comware
    B.   Spyware
    C.   Hardware
    D.   Password

49. Which of the following is a purpose of a software license?
    A.   Allows creation of digital content
    B.   Allows use of computer network
    C.   Allows use of digital material
    D.   Minimises risk of miscommunication

50. Which of the following is an ethical information communication and technology practice?
    A.   Seeking consent for data collection
    B.   Not deleting personal data after use
    C.   Re-identification of anonymous data
    D.   Collecting as much data as possible

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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 6 December 2022. Morning Paper.   **Time Allowed: 2 hours.**

Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. The paper is made up of fifty (50) multiple choice questions. Each question is allocated two (2) marks.

1.   Which of the following could hinder horizontal communication?
        A.   Flat organisation structure
        B.   Levels of management
        C.   Empire building
        D.   Lack of eye-contact

2.   Identify a way that a sender could ensure proper encoding of a message.
        A.   Use active constructions
        B.   Avoid concrete expressions
        C.   Solicit for suitable feedback
        D.   Choose an appropriate channel

3.   Which of the following is a benefit of effective communication?
        A.   Information overload
        B.   Improvement in technology
        C.   Enhance computer networking
        D.   Stronger business relationships

4.   Which of the following is a measure that management could institute to control grapevine in an organisation?
        A.   Allowing access to confidential information
        B.   Not involving employees in decision-making
        C.   Maintaining open channels of communication
        D.   Limit the volume of upward communication

5.   Which of the following statement explains the meaning of ethnocentrism as a barrier to communication?
        A.   Assumptions made about people of a certain cultural group
        B.   Belief that one's own culture is superior to other cultures
        C.   Difference in behavior between people of different cultures
        D.   Different translations because of use of different languages

6.   Which of the following statement describes the meaning of the term 'decoding'?
        A.   Receiving the message sent by the sender
        B.   Translating and interpreting the message received
        C.   Putting the message in a language that is acceptable
        D.   Transferring the message through the selected channel

7.   Identify a way in which courtesy could be achieved in communication.
        A.   Ensuring accuracy of information
        B.   Using specific facts and figures
        C.   Sending polite and sincere messages
        D.   Ensuring adequacy of information

8. What term is given to the type of communication that occurs within oneself?
   A. Intrapersonal communication
   B. Interpersonal communication
   C. Personal communication
   D. Incoherent communication

9. Which of the following is a challenge of using questionnaires to collect data?
   A. Not possible to administer to a large audience
   B. Difference in interpretation of the questions
   C. Cannot be used to collect quantitative data
   D. No flexibility in terms of time to complete them

10. Which of the following is a quality of a good publicity material?
    A. Lengthy
    B. Partial
    C. Actionable
    D. Newsworthy

11. The following represents the procedure of designing forms:
    (i) Preparation of draft
    (ii) Establishing the purpose
    (iii) Production of copies
    (iv) Designing the layout
    (v) Approval
    (vi) Determine the content

    Which of the following set represents the correct procedure of designing a form?
    A. (i), (ii), (iv), (vi), (iii), (v)
    B. (ii), (vi), (iv), (i), (v), (iii)
    C. (v), (iv), (ii), (vi), (i), (iii)
    D. (iv), (ii), (vi), (i), (iii), (v)

12. Which of the following is a characteristic of a good sentence?
    A. Should contain one idea
    B. Should have an introduction
    C. Should use passive voice
    D. Should contain all tenses

13. Identify a situation when use of email communication could be preferable.
    A. When there is need to persuade the reader
    B. When conveying a composite message
    C. When sending a message to multiple recipients
    D. When there is a request for more information

14. When would the use of pie charts be most appropriate in communication?
    A. Showing comparisons
    B. Showing trends
    C. Showing sequence
    D. For dramatic effect

15. Which of the following non-verbal signal could show active listening?
    A. Pitch
    B. Posture
    C. Touch
    D. Time

16. Which of the following could determine space maintained between communicators?
    A. Speed
    B. Channel
    C. Medium
    D. Status

17. Which of the following is an effective use of non-verbal signals?
   A.   Use of simple words that are easy to understand
   B.   Using the same tone throughout a presentation
   C.   Use of facial expressions that match the words
   D.   Use of gestures that contradict the speech

18. Which of the following is a purpose of gestures in speech delivery?
   A.   Introducing
   B.   Supporting
   C.   Concluding
   D.   Evaluating

19. Identify an objective of critical listening?
   A.   Evaluate logic of arguments
   B.   Criticise the message sent
   C.   Helps in gaining trust of others
   D.   Ignore complex information

20. What term refers to an attempt to convince recipients to change their responses or opinions?
   A.   Assertive communication
   B.   Persuasive communication
   C.   Aggressive communication
   D.   Active communication

21. What technique could a receiver use to indicate understanding of a telephone conversation?
   A.   Giving suitable verbal signals
   B.   Use of non-verbal signals
   C.   Recording the conversation
   D.   Making notes of the conversation

22. Which of the following is an advantage of oral communication?
   A.   Suitable for lengthy messages
   B.   Appropriate for controversial matters
   C.   Easy to get the recipient's attention
   D.   Well thought feedback is given

23. Identify a technique that a speaker could use to manage stage flight.
   A.   Conclude appropriately
   B.   Use appropriate humour
   C.   Rehearse the speech
   D.   Stand near the audience

24. Identify a benefit of using an outline to deliver a public speech.
   A.   Enhances quick presentation
   B.   Makes it easy to read the speech
   C.   Facilitates choice of a good topic
   D.   Helps develop a logical sequence

25. Which of the following visual aid could enable a speaker incorporate audiences' ideas while making a presentation?
   A.   Bar graphs
   B.   Flip charts
   C.   Log tables
   D.   Physical objects

26. Identify an objective of having a good introduction during a presentation?
   A.   Building credibility
   B.   Summarising the speech
   C.   Ensuring coherence
   D.   Reinforce the message

27. What is the purpose of exit interviews?
   A. Appraisal of employees
   B. Hiring right employees
   C. Reduce staff retention
   D. Constructive feedback

28. Which of the following is a quality of a good interviewer?
   A. Biased
   B. Patronising
   C. Analytical
   D. Judgmental

29. Which of the following is an advantage of conducting interviews?
   A. Immediate feedback
   B. Less time consuming
   C. Cheap to conduct
   D. Brings people together

30. Which statement describes the process of making decisions in a meeting through consensus?
   A. The chairperson makes the decision without involving others
   B. Involves convincing all members to agree with the decision
   C. Everyone is in agreement and no convincing is required
   D. Made through voting with majority carrying the day

31. Which of the following is a step that a secretary should take while planning an agenda for a meeting?
   A. Place routine items at the end of the agenda
   B. Record the summary of actions to be undertaken
   C. Record the list of members to attend the meeting
   D. Cross-reference items from previous meetings

32. Identify a way that the chairperson could enhance the effectiveness of an audio-conference?
   A. Send ahead any necessary documents and visual aids
   B. Display suitable visual aids attractively for all to see
   C. Use of non-verbal signals to reinforce the message
   D. Distribute the agenda while doing the introductions

33. Which term refers to the least number of people that should attend a formal meeting?
   A. Participants
   B. Quorum
   C. Officials
   D. Proposers

34. Identify a reason why most organisations are replacing face to face meetings with webinars?
   A. Enhances good interaction
   B. Promotes use of teamwork
   C. Allows diverse audience
   D. Eases environmental control

35. Identify situations when graphics could be included in formal reports?
   A. When recommendations are to be included
   B. When presenting a very lengthy conclusion
   C. When presenting complex facts and ideas
   D. In the absence of a letter of transmittal

36. Which of the following is a benefit of maintaining a code of ethics in an organisation?
   A. Helps determine the purpose of good behaviour
   B. Helps in record-keeping and filing information
   C. Provides information on the behaviour of staff
   D. Serves as guideline for acceptable conduct

37.   Which of the following is a purpose of ethics in communication?
        A.   Promotes faster communication
        B.   Enhances trust between parties
        C.   Reduces grapevine communication
        D.   Encourages upward communication

38.   Which of the following is a characteristic of ethical communication?
        A.   Lack of confidentiality in communication
        B.   Withholding crucial information from others
        C.   Accepting responsibility for messages conveyed
        D.   Conveying offending messages if they are true

39.   Why is there an increase in the use of websites in business communication?
        A.   Cost effective to design and host
        B.   Ensures appropriate use of personal data
        C.   Useful in branding and public relations
        D.   Regular updating and responding to enquiries

40.   What term refers to intentionally presenting someone else's ideas without quoting the source?
        A.   Fabrication
        B.   Falsification
        C.   Piracy
        D.   Plagiarism

41.   Which of the following is used in analysing customers behaviour?
        A.   Data repackaging
        B.   Data mining
        C.   Data encryption
        D.   Data processing

42.   Which of the following is unethical in relation to customers' data?
        A.   Keeping data for longer than necessary
        B.   Revealing breaches of sensitive data
        C.   Collecting and storing customer data
        D.   Circulate customers data with their consent

43.   Which of the following could contribute to accuracy of information?
        A.   Regular updates
        B.   Immediate feedback
        C.   Data accessibility
        D.   Simple language

44.   Identify a measure that could be instituted to enhance data integrity.
        A.   Regular data collection
        B.   Authorised changes to data
        C.   Ensure accessibility of data
        D.   Discarding personal data

45.   Which of the following is a characteristic of ethical listeners?
        A.   Engage in selective listening
        B.   Don't read between the lines
        C.   Ask questions for clarifications
        D.   Respond before understanding

46.   Which of the following is a way of dealing with ethical dilemmas?
        A.   Rewarding employees
        B.   Moral considerations
        C.   Disciplining employees
        D.   Accept responsibility

47. Which of the following is a characteristic of ethical communicators?
    A.   Fully trust other communicators
    B.   Consider quality of data before use
    C.   They solicit for immediate feedback
    D.   They engage in oral conversations

48. Which of the following is a type of unethical communication?
    A.   Objective communication
    B.   Conveying negative messages
    C.   Not interrupting the speaker
    D.   Deceptive communication

49. How could top managers promote ethics in an organisation?
    A.   Proper planning
    B.   Role allocation
    C.   Policy formulation
    D.   Staff motivation

50. Which of the following could be considered unethical in the persuasion process?
    A.   Not appealing for desired action
    B.   Not seeking for change of opinion
    C.   Giving evidence of facts given
    D.   Manipulating desired reasoning

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CISSE INTERMEDIATE LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 2 August 2022. Morning paper.   **Time Allowed: 2 hours.**

The paper is made up of fifty (50) multiple choice questions. Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. Each question is allocated two (2) marks.

1. A message beneath a message is labelled as:
    A.   Embedded text
    B.   Internal text
    C.   Inter-text
    D.   Sub-text

2. In mass communication, selective perception is dependent on the receivers:
    A. Competence
    B. Pre-disposition
    C. Receptivity
    D. Ethnicity

3. A major barrier in transmission of cognitive data in process of communication is an individual is_____
    A.   Personality
    B.   Expectation
    C.   Social Status
    D.   Coding ability

4. Transformation of thoughts, ideas and messages in verbal and non-verbal signs is referred to as:
    A.   Channelisation
    B.   Mediation
    C.   Encoding
    D.   Decoding

5. _____ is the study of touches as non-verbal communication.
    A.   Haptics
    B.   Body language
    C.   Gestures
    D.   Prosody

6. The best teaching is to:
    A.   Impart information
    B.   Ask students to read
    C.   Suggest good reference material
    D.   Initiate a discussion and participate in it.

7. _____is important when a teacher communicates with his/her students.
    A.   Sympathy
    B.   Empathy
    C.   Apathy
    D.   Antipathy

8.   Which of the following describes the purpose of a cover letter?
        A.   Attached to a detailed report
        B.   Attached to a resume
        C.   Attached to a memo
        D.   Used to call for a meeting

9.   _____ describes all forms of communications that are not verbal.
        A.   Prosody
        B.   Vocalics
        C.   Haptics
        D.   Paralanguage

10.   The _____ in usage of words, may be a serious barrier to effective communication.
        A.   Disturbance
        B.   Discrimination
        C.   Disorder
        D.   Distortion

11.   Breakdown in verbal communication is described as:
        A.   Short circuit
        B.   Contradiction
        C.   Unevenness
        D.   Entropy

12.   In the classroom, the teacher sends the message either as words or images. The students are really.
        A.   Encoders
        B.   Decoders
        C.   Agitators
        D.   Propagators

13.   CC is the abbreviation for_____.
        A.   Carbon and Circle
        B.   Carbon Copy
        C.   Carried Copy
        D.   Copy and Copy paste

14.   Legal letters are different from enquiry letters but they also have something in common. What is it?
        A.   Copied to lawyer
        B.   Written for transmission
        C.   Action interest
        D.   Written in pro-active language

15.   To write a good report, it is necessary to have:
        A.   Materials to use
        B.   Good command of English language
        C.   Terms of reference
        D.   Preliminary information

16.   A structured meeting with an educational purpose is called_____
        A.   A gathering
        B.   A standing meeting
        C.   Seminar
        D.   A structured meeting

17.   _____ is called to address a crisis.
        A.   Briefing
        B.   Emergency meeting
        C.   Standing meeting
        D.   Board meeting

18. _____ is a highly structured moderated meeting like a presentation, where various participants contribute following a fixed agenda.
    A.   Conference
    B.   Seminar
    C.   Board meeting
    D.   Annual General meeting

19. Gathering to discuss one subject such as work issue or task related to a project is called_____
    A.   An emergency meeting
    B.   A standing meeting
    C.   A topical meeting
    D.   A special meeting

20. Written symbols represent _____.
    A.   Hidden language
    B.   Syllabic language
    C.   Thoughts and concepts of human beings
    D.   Deep meaning

21. Where interviewer is not biased, questions are asked in a _____manner.
    A.   Standard
    B.   Abstract
    C.   Structured
    D.   Clear

22. Manners and etiquettes are necessary parts of an interview because they are important for:
    A.   Career, building relationship and professionalism
    B.   Attracting attention
    C.   Earning high scores
    D.   Future reference

23. Hypothetical questions are asked to find out the _____ of the candidate.
    A.   Personal history
    B.   Behaviour
    C.   Maturity
    D.   Intelligence

24. Decisions passed by shareholders are known as _____.
    A.   Resolutions
    B.   Provisions
    C.   Articles
    D.   Memorandums

25. _____ is a meeting to which all shareholders are invited.
    A.   Annual General Meeting
    B.   General meeting
    C.   Class meeting
    D.   Board meeting

26. Most of us uses _____and _____ in addition to words when we speak
    A.   Word and gestures
    B.   Gestures and body languages
    C.   Body language posture
    D.   Posture and eye gazing

27. _____ is an announcement sheet that is sent to a specific group of people containing closed information.
    A.   Notice
    B.   Memo
    C.   Circular
    D.   Letter

28. Which one of these is not part of active listening?
    A.   Look at the person
    B.   Give advice
    C.   Encourage the person
    D.   Use empathy

29. Reports are often used to display the results of:
    A.   Experiment
    B.   Investigation
    C.   Inquiry
    D.   All of the above

30. Report writing by an individual should be written in:
    A.   First person
    B.   Last person
    C.   Both A and B
    D.   None of the above

31. A terabyte is equal to:
    A.   1024 Megabytes
    B.   1024 Gigabytes
    C.   1024 x 1024 Kilobytes
    D.   1024 kilobytes

32. DNS stands for:
    A.   Domain Name Standards
    B.   Domain Name System
    C.   Distributed Name System
    D.   Dynamic Name Standard

33. While using overhead projectors, you can reveal the information line by using an _____ sheet to over the
    _____.
    A.   Opaque, flip chart
    B.   Translucent, transparency
    C.   Transparent, slide
    D.   Opaque, transparency

34. Mobile communication is also called _____.
    A.   Cellular network
    B.   Mobile network
    C.   2G network
    D.   Both A and B

35. Which of the following are web-based application used by 3G?
    A.   Video conferencing
    B.   Emails
    C.   Multi-media
    D.   All of the above

36. Which among the following fall under category of micro-ethics?
    (i)   Health and safety
    (ii)   Product liability
    (iii)   Bribes and gifts
    (iv)   Sustainable development

    A.   1, 2 and 4
    B.   1 and 3
    C.   2 and 4
    D.   1, 2 and 3

37. Identify the school of ethics under which whistle blowing can be justified by the following preposition "when the balance of good over evil is better for all affected parties than if the whistle was not blown".
     A. Deontological
     B. Ethical realism
     C. Utilitarianism
     D. Ethical relativism

38. To which type of engineers can code of ethics conceived by professional engineering societies be of any use?
     A. Engineers who are licensed professionals
     B. Engineers who belongs to professional engineering society
     C. Engineers who are working in a public sector enterprise
     D. All those people who engage in engineering practice

39. Which of the following is the most appropriate dilemma within computer/technology ethics?
     A. Means versus ends
     B. Risk versus benefit
     C. Privacy versus social utility
     D. Public versus private

40. The ethical issue concerned with computer technology are termed 'unique'. What does this mean?
     A. Computers constitute a new phenomenon in history and ethical problems they pose are unique not solvable by simple application.
     B. Only unique people can handle the sophisticated functioning of computers and therefore only they need to learn about its ethics.
     C. Both A and B
     D. Neither A nor B

41. The view that there are no general moral principles and that the moral disputes therefore cannot be resolved is a description of which of the following schools of ethics.
     A. Ethical nihilism
     B. Ethical skeptism
     C. Ethical realism
     D. Ethical transcendence

42. Which of the following is the opposite of normative ethics?
     A. Micro ethics
     B. Beta ethics
     C. Meta ethics
     D. Virtual ethics

43. Which of the following principles is the essential principle of utilitarian school of thought?
     A. Greatest health principle
     B. Greatest happiness principle
     C. Greatest wealth principle
     D. Greatest respect principle

44. To be successful, business ethics training program need to:
     A. Focus on personal opinions of employees
     B. Be limited to upper executives
     C. Educate employees on formal ethical frameworks and models of decision making
     D. Promote the use of emotions in making tough ethical decisions

45. Most companies begin the process of establishing organizational ethical programs by developing:
     A. Ethical training programs
     B. Code of conduct
     C. Ethical enforcement mechanisms
     D. Hidden agenda

46. When a firm charges different prices to different groups of customers, it may be accused of:
     A. Cultural relativism
     B. Money laundering
     C. Facilitating payments
     D. Price discrimination

47. Which of the following is a problem presented by ethics audit?
   A.   They may be used to allocate resources
   B.   They identify practices that need improvement
   C.   Selecting auditors with integrity may be difficult
   D.   They may pinpoint problems with stakeholder's relationship

48. Code of conduct and code of ethics;
   A.   Are formal statements that describe what an organisation expects of its employees
   B.   Becomes necessary after a company has been in legal trouble
   C.   Are designed for top executives and managers not regular employees
   D.   Rarely becomes an effective component of the ethics and compliance program

49. An organisation's obligations to act to protect and improve society is referred to as_____.
   A.   Organisation's social responsibility
   B.   Organisation's social responsiveness
   C.   Corporate obligation
   D.   Business ethics

50. Which of the following is not one of the principles of corporate governance combined code of practice?
   A.   Openness
   B.   Integrity
   C.   Accountability
   D.   Acceptability

………………………………………………………………………

Communication Skills ands Ethics in Information Systems

1. **Which of the following is a communication skill**
   a) Talking while someone is talking
   b) Listening to what people say
   c) Putting fingers in the ears
   d) Looking outside the window

   (Ans b - Listening to what people say)

2. **Which of the following is <u>not</u> a way of gaining the audience attention**
   a) Narrative
   b) Quotation
   c) Illustration
   d) Walking

   (Ans d – Walking)

3. **The best communication channel for Persuasive communication is**
   a) Face – to - Face
   b) Telephone call
   c) An E-mail
   d) A Report

   (Ans A – Face – to - Face **)**

4. **One of the following is not a principle of communication**
   a) Is Irreversible
   b) Is Complicated
   c) Is learnable
   d) Is inescapable

   (Ans C – Is learnable)

5. ___ means communication without words

   a) Object communication
   b) Written communication
   c) Oral communication
   d) Non-verbal communication
   Ans: d) Non-verbal communication.

6. The most important aspect of style in a language is

   a) Alphabets
   b) Articles
   c) Punctuation
   d) nouns

   Ans: C) punctuation

7. Back straight, and arms and legs uncrossed, indicates a ___ posture.
   a) Closed
   b) Tensed
   c) Open
   d) Relaxed

   Ans: C) Open

8. Teach, Design, Tell a story and play is __

   a) Involve your Audience
   b) Introduce the presentation
   c) Attract audience attention
   d) Close the presentation

   Ans: a) Involve your Audience

9. _____in **not** used guidelines for constructing pie charts
   e) Label each slide
   f) Exploding the slide
   g) Positioning slides
   h) Slide legibility

   Ans: d) Slide legibility

10. One of the following is A part of a letter

    a) The Attention line
    b) Length of a letter
    c) Use of Sentences
    d) Punctuations marks

    Ans: a) The Attention line

11. At each stage in the process of communication, there is a form interference which hinders the process. Such interference is known as ___
    a) Sender
    b) Receiver
    c) Barrier
    d) Channel

    Ans: C) Barrier

12. The interviewer can judge the behavior of a candidate according to

    a) Presentation
    b) Intelligence
    c) Socialization
    d) Dressing

Ans: a) Presentation

13. Which of these is not step in the listening process

   a) To stop talking
   b) Misinterpreting
   c) Receiving
   d) Responding

   Ans: b) Misinterpreting

14. Which of these should be avoided for effective listening

   a) Pre-listening analysis
   b) Listening to structured talks
   c) Team listening
   d) Trying to Predict

   Ans: d) Trying to Predict

15. The three elements of presentation do not include?

   a) An audience
   b) Specific content
   c) Visual Aids
   d) A presenter

   Ans: d) Presenter

16. The three elements of Press Release do not include?

   a) Announce something of value
   b) It is a form of public relations
   c) Help organization gain visibility
   d) Launching of new products

   Ans: b) It is a form of public relations

17. A report can be one of the following types

   a) Routine
   b) Research
   c) Transmittal
   d) Structure

   Ans: a) Presentation

18. During presentation in front of an audience you should do all of the following except for__?

   a) Speak loud and clear
   b) Provide handout if needed
   c) Dress professionally
   d) Look at your screen not the audience

   Ans: d) look at your screen not the audience

19. Which of these should be avoided while note talking

    a) Concentration
    b) Evaluation
    c) Listening
    d) Using phrases

    Ans: d) Using phrases

20. The main goal of tables used in Visual aids for technical written documents is to eliminate

    a) Repetition of words
    b) Mistaken Words
    c) Highlighting of words
    d) Misunderstanding

    Ans: a) Repetition of words

21. Which of the following is a type of non-verbal communication?

    a) Letter
    b) Body Language
    c) Telephone Calls
    d) Email
    Ans: b) Body Language

22. One of the following is a limitation of oral communication

    a) Allows instantaneous feedback
    b) Doesn't retain evidence

    c) Use with non-verbal clues
    d) Attention of the listener

    Ans: b) Doesn't retain evidence

23. The three characteristics of Voice

    a) Tone
    b) Volume
    c) Accuracy
    d) Pitch

    Ans: c) Accuracy

24. The purpose of writing is
    a) Time consuming
    b) Avoid Mistakes
    c) Future reference
    d) Legal Requirements

    Ans: c) Accuracy

25. _____is a characteristic of a Paragraph
    e) Rewriting
    f) Sincerity
    g) Conversation
    h) Length

    Ans: d) Length

26. Memorandum (memos) may be used for any official communication. Usually, memos are used for?
    a) Organization of the material.
    b) For conveying schedule message
    c) Factual information to management
    d) Making an outline of issues

    Ans: b) For conveying schedule message

27. The three objectives of meeting do not include?

    a) It is a routine company practice
    b) To get feedback from the members
    c) To resolve conflicts and confusion
    d) To understand the situation.

    Ans: a) It is a routine company practice

28. A notice of a general meeting includes the following contents except?

    a) Time and Date
    b) Any other business

    c) Place of Meeting
    d) Nature of business

    Ans: b) Any other business

29. **The Secretary is responsible for e**nsuring meetings are effectively organized and minute taken but not

    a) Circulating approved minutes
    b) Receiving the agenda items

    c) Calling meeting to order

    d) Circulating meeting Agendas
    Ans: c) Calling meeting to order

30. The purpose of writing minutes is

    a) Meeting cannot be held without Minutes
    b) Is within the scope of the meeting
    c) To conduct the meeting smoothly
    d) Serves as the record of discussion

    Ans: d) Serve as the record of discussion

31. Types of business meetings do not include?
    a) Team building meetings
    b) Client review meeting

c) Innovation meetings
d) Status update meetings

Ans: b) Client review meeting

32. The extraordinary general meeting may be called in the following way

    a) On the requisition of the shareholders
    b) The company business is declining
    c) On recommendation by the director
    d) Employees feel such a meeting is due

    Ans: a) On the requisition of the shareholders

33. Which among the following is not a key concern when designing a good presentation,
    a) Length of presentation
    b) Humor to use.
    c) Presentation style
    d) Cost of the presentation

Ans: d) Cost of the presentation.

34. Which one of the following is not types of advanced visual aid?

    a) Posters

    b) Flip Charts.

    c) MS Office

    d) Overhead Projectors

    Ans: c) Ms Office

35. The three elements of presentation do not include?
    a) The Venue
    b) The Computer.
    c) The Organiser
    d) The Occasion
    Ans: b) The Computer
36. The following statements indicates the purpose of introduction part in a report. Which one is not?
    a) Historical and technical background
    b) Scope of study, specifying limitation
    c) The Summarizing of the findings gaps
    d) Definitions of special terms and symbols.

    Ans: c) The Summarizing of the findings gaps

37. Which of the following identifies the characteristics of a good report?

   a) Reader-oriented

   b) Editable

   c) Up-to-date

   d) Comprehensive

   Ans: a) Reader-oriented

38. The three factors to be kept in mind while considering the tone of the memorandum do not include?

   a) Reader of the memo

   b) Memo subject-matter

   c) Company in house style

   d) Position of the writer

   Ans: d) Position of the writer

39. Which One is not a category of Ethics as per modern Philosophy?
   a) Metaethics

   b) Normative ethics

   c) Pro ethics

   d) Applied ethics

   Ans: C) Pro ethics

40. Which of the following must you use to access the Internet?

   a) Taskbar

   b) Notification Area

   c) Microsoft Paint

   d) Web Browser

   Ans: d) Web Browser

41. _____Is not a good practice during presentation
   a) Be formally dressed
   b) Standing comfortably.
   c) Relaxing your face
   d) Speak in one tone

   Ans: d) Speak in one tone

42. The Importance of No-Verbal communication is
    a) Has no gender difference
    b) Lengthens the message passed
    c) Substitute the verbal message
    d) Display less emotion in Message

    Ans: c) Substitute the verbal message

43. Proxemics is

    a) No invading others space
    b) Nearness to the answer
    c) Being approximate in answer
    d) Communication using space

    Ans: d) Communication using space

44. The three elements of presentation do not include?
    a) Stock price Information
    b) Corporate Governance
    c) Audience Analysis
    d) Organization Outlook

    Ans: c) Audience Analysis

45. A copy of the agenda must be sent to the members along with the agenda of the meeting. The following points are necessary to keep in mind while drafting the agenda except one?

    a) Agenda to be out of the scope of meeting

    b) Agenda should be in a summary form.

    c) Routine Agenda items should be put first

    d) Agenda should be clear and explicit

    Ans: a) Agenda to be out of the scope of meeting

46. The minutes of a meeting minutes are the official records of the proceedings of the meeting. They must contain the following information except one?

    a) A list of those who did or apologies were received.

    b) A list of name of those who attended the meeting.

    c) A clear record of the decision reached/resolution

    d Decision within the power of the committee

    Ans: d) Decision within the power of the committee

47. _____ is an advantages of networking

a) People can share information freely

b) Computer networking can be addictive.

c) Lack of policing on a computer network

d Disruptions can occur more frequently

Ans: a) People can share information freely

48. Only _____ is type of minutes

    a) Brief Minutes

    b) Minute of apologies

    c) Minute of attendance

    d) Minutes of Narration

    Ans: d) Minutes of Narration

49. A resolution is

    a) Short Sentence

    b) Adopted Motion

    c) An affirmation

    d) A condition

    Ans: d) Minutes of Narration

50. A circular issued by a business to its customers to notify or convey certain things or for their perusal is called

    a) A customer Circular

    b) A trade circular

    c) A notice circular

    d) A common circular

    Ans: b) A trade circular

51. The following are the situations that need circulars to be sent but **not**

    a) To persuade customers

    b) Introduction of a new product

    c) Opening of a new branch

    d) When Increasing the price

    Ans: a) To persuade customers

52. _____is not a disadvantages of videoconferencing

    a) Technology issues

    b) Facility issues

c) Eye contact

d) Reaches Everywhere

Ans: d) Reaches Everywhere

53. Which of the following is a component of Videoconferencing System

    a) Cellular Phone

    b) WhatsApp

    c) Data transfer

    d) Email address

    Ans: c) Data transfer

54. _____ is called **Spam**

    a) Unsolicited Message

    b) Lengthy Email

    c) Crowded inbox

    d) Type of a virus

    Ans: a) Unsolicited Message

55. Answering machine stored telecommunication voice messages are known as

    a) Lead voice

    b) Voicemail

    c) Voice record

    d) Tonal voice

    Ans: b) Voicemail

56. The following are limitations of a computer except

    a) Have Larger storage capacity

    b) Requires a trained personnel

    c) Cannot think on their own

    d) Cannot learn by experience

    Ans: a) Have Larger storage capacity

57. _____A direct extension line from the main line of telephone system

    a) intranet

b) internet

c) Intercom

d) Network

Ans: c) Intercom

58. _____is not the main objectives for using communication tools

a) Clarifying and condensing information

b) Avoiding long communication

c) Maintaining secrecy of information

d) Developing quality of the messages

Ans: b) Avoiding long communication

59. Courtesy is

a) Not vague and obscure use of Message

b) Use of familiar words, and short sentences

c) Avoiding needless filler words and phrases

d) Message use of Polite words and gestures

Ans: d) Message use of Polite words and gestures

60. Grapevine is also referred to as

a) Chain

b) Rumor

c) channel

d) Sender

Ans: b) Rumor

61. The diagonal communication has advantage of

a) Resolves interpersonal problems
b) Creates transparent environment
c) Softens rigid command structure
d) Request for various assistance

Ans: c) Softens the rigid command structure

62. _____ is a limitation of formal communication.

a) Time-consuming

b) wrong gestures

c) Large audiences.

d) Unclear projection

Ans: a) Time-consuming

63. _____ is not a forms Communications

    a) Business communication

    b) Written communication

    c) Oral communication

    d) Non-verbal communication

    Ans: a) Business communication

64. The following are about capabilities of Social Media Apps, except

    a) Symbol set

    b) Rehearse ability

    c)reprocess ability

    d) The classification

    Ans: d) The classification

65. Presenting someone else's words or other creative product as your own is known as

    a) Quoting

    b) Plagiarism

    c) Copying

    d) Citing

Ans: b) Plagiarism

66. One among the following is not an ethical principle applied in making ethical choices across cultures

    a) Actively seek mutual ground

    b) Respect for cultural differences

    c) Send messages to known people

    d) Send messages that are honest

    Ans: c) Send messages to known people

67. Effective intercultural communication starts with efforts to avoid

    a) Stereotyping

    b) Silence

    c) Ambiguity

    d) Clarity

Ans: a) Stereotyping

68. A situation in which people receive more information than they can effectively process is

    a) Over messaging

    b) Over communicating

    c) Information overload

    d) Unethical Communication

    Ans: c) Information overload

69. The transfer of information or power between two or more points that are not connected by an electrical conductor is known as

    a) Roaming transfer

    b) Mobile Communication

    c) Wireless communication

    d) Digital communication

    Ans: c) Wireless communication

70. One of the following is not an advantage of Wi Fi

    a) Mobility

    b) Interference

    c) Expandability

    d) Convenience

    Ans: b) Interference

71. _____ Is not a social media website

    a) Facebook

    b) Twitter

    c) LinkedIn

    d) Telegram

    Ans: d) Telegram

72. Which of the following is not a Content of a curriculum vitae - CV

    a) Experience

    b Career objectives

c) Personal details

d) Introduction

Ans: d) Introduction

73. Which of the following is not an objective of carrying out a meeting?

    a) To understand the situation

    b Get feedback from the members.

    c) Resolve conflicts and confusions

    d) To give warning letters to staff

    Ans: d) To give warning letters to staff

74. Which of the following is a type of case study methodology?

    a) Illustrative case study

    b) Causal Case study.

    c) Logical case study

    d) Experimental case study

    Ans: a) Illustrative case study

75. Which of the following is not a form of a letter presentation

    a) Indented Form

    b) Full Blocked Form

    c) NOMA Form,

    d) Memo Form

    Ans: D) Memo Form

76. Voices possess certain characteristics. Which of the following is a characteristic of a voice?

    a) Volume

    b) Speed

    c) Tone

    d) Pitch

    Ans: b) Speed

77. Which of the following highlights one of the major parts of a report

    a) End Matters

    b) Recommendations.

c) Conclusions

d) Title page

 a) End Matters

78. The following are advantages of Intranet except one.

    a) Increases productivity and efficiency level of employees

    b) Cuts corporate communication cost up to 60 percent.

    c) Downloading articles and other materials of our interest

    d) Sending messages through internet across the globe

    Ans: d) Sending messages through internet across the globe

79. Which of the following is not an unconscious body movement?

       a) Biological

       b) Habitual.

       c) Cultural

       d) Social

    Ans: d) Social

80. Which of the following is not an example of gesture

    a)   Thumb and finger rub
    b)   Running Position

    b) Hand to face.

    d) Sitting position

    Ans: b) Running Position

81. Non-verbal communication refers to the type of communication that

    a) type of communication that uses words

    b) communication which occurs with the help of words

    c) type of communication that does not use words

    d) type of communication that has no personal bias

Ans: c) type of communication that does not use words

82. _____ is not a disadvantage of oral communication

    a) It allows instantaneous feedback:

    b) More prone to physical noise

    c) Inappropriate for controversial matters

    d) Serious deliberation is not possible

    Ans: a) It allows instantaneous feedback

83. Which of the following is not part of introduction section of a report

    a) Definitions of terms and symbols,

    b) Findings of the report study

    c) Authorization and terms of reference

    d) Historical and technical background

    Ans: b) Findings of the study

84. _____is a characteristic of a good press release

    a) Should not be suitable for publication

    b) For getting feedback from the members.

    c) The release should be brief and precise

    d) The release should not be factually true

    Ans: c) The release should be brief and precise

85. The frequent causes of problems in Information Technology - IT projects is not about

    a) Customer change of Project scope

    b) Poor communication with customer

    c) Making a thorough reference check

    d) Customer failure to reveal information

    Ans: C) Making a thorough reference check

86. An infringement that involves making copies of software which one is not entitled is known as

   a) Software Piracy

   b) Downloading

   c) Software conflict

   d) Copyrighting

   Ans: a) Software Piracy

87. Ethical challenges facing the tech industry does not include the following?

   a) Ownership of customer data

   b) Privacy of customer information

   c) The Customer Data insecurity

   d) The accuracy and controls

   Ans: c) The Customer Data insecurity

88. _____ is not an approach to resolve ethical dilemmas

   a) Refuting the dilemma logically at times

   b) Alternatives offering greater good or lesser evil.

   c) Finding alternative solutions for problems

   d) Punishing the parties on the wrong

   Ans: d) Punishing the parties on the wrong

89. The following are ways in which we can protect data integrity except?

   a) Not Archiving data

   b) Business continuity

   c) Being Accurate

   d) Changing controls

   Ans: a) Not Archiving data

90. _____ the act of fraudulently using email to try to get the recipient to reveal personal data

   a) Worms

   b) Trojan Horses

   c) Phishing

d) Rootkit

Ans: c) Phishing

91. One method used to reduce the potential for attacks from computer virus is

    a) Undertake to educate their customers

    b) Perform a thorough background check

    c) Bring your own computer when working

    d) increasing software Complexity frequently

    Ans: b) Perform a thorough background check

92. Efforts directed toward the efficient design, manufacture, operation, and disposal of IT-related products is known as

    a) Computer Dumping

    b) Computer disposal

    c) Telecommuting

    d) Green Computing

    Ans: d) Green Computing

93. _____ the harassment, torment, humiliation, or threatening of one minor by another or group of minors via the Internet or cell phone

    a) Cyberbullying

    b) cybersquat

    c) Smishing

    d) Cyberstalking

    Ans: a) Cyberbullying

94. An agreement that prohibits an employee from working for any competitors for a period of time is known as

    a) A privacy agreement

    b) A noncompete agreement

    c) A reasonable assurance

    d) A security policy

    Ans: b) A noncompete agreement

95. Choose the action that has the best overall consequences for all people who are directly or indirectly affected is

    a) Benefit approach

    b) Virtue Approach

c) Utilitarian approach

d) Right approach

Ans: c) Utilitarian approach

96. _____ is a method within the development cycle designed to guarantee reliable operation of an Information Technology product

a) System safety

b) Capability Maturity

c) Quality Assurance

d) Effects analysis

Ans: c) Quality Assurance

97. Which of the following entails an ethical practice in technology?

a) The moral use of data and resources

b) Disrespecting employees and customers

c) Not having a culture of responsibility

d) A disruptive technology irresponsibly

Ans: a) Moral use of data and resources

98. ------------ is an agreement between two or more parties that forbids the unauthorized release of sensitive information.

a) Binding Contract

b) Non-Disclosure agreement

c) Cognitive Contract

d) Code of Ethics

Ans: b) Non-Disclosure agreement

99. Importance of ethical issues in Information Technology include the following except one?

a) Information Misuse

b) The Misinformation

c) Lack of Oversight
d) using New technology

Ans: d) Using new technology

100. The use of illegal means to obtain business information is

a) Industrial espionage

b) Competitive intelligence

c) Software intelligence

d) Patent infringement

Ans: a) Industrial espionage