

Universiti Malaysia Pahang

Internal Test

Lecture Group-I

Sub: Project Communication and Negotiation

Test: Quiz

Date: 27.09.2017

Full Marks: 25

Time: 30 Minutes

Answer **ALL** questions.

Each question carries equal marks. **Write your answer in one to two lines only.**

1. Mention any three current projects in Malaysia.
2. Project Management is a profession. Because _____.
3. Give any four examples of oral communication.
4. Mention the principle of courtesy in effective communication.
5. What is the role of Project Leader in a Project?
6. How written communication can be effective?
7. Generally, how prime objective of a project is determined?
8. Name any four stakeholders in project management.
9. What is project life cycle?
10. Communication through *Facebook, Whatsapp* etc. are examples of non-verbal communication.
(True/False)
11. How an employee working in a project can improve his/her listening skill?
12. Client satisfaction is the top most priority in any project. (If wrong, rectify)
13. Technology should be given more importance than people in any project. (True/False)
14. What is the advantage of effective oral communication?
15. Mention any two activities in the finalization phase of any project.
16. Effective communication is the combined harmony of verbal and non-verbal communication.
(True/False).
17. Body language is very important in project management and leadership. (True/False)
18. The study of variations in pitch, speed, volume and pauses to convey meaning in communication
is known as _____.
19. Mention any two qualities of a project manager.
20. Budgeting phase is also known as _____ phase of a project.
21. Rumour is example of grapevine communication. (True/False).
22. Mention any two character of effective communication.
23. Body language is important in communication. (If wrong, rectify)
24. Informal communication is never required for effective communication. (If wrong, rectify)
25. Mention two examples of formal communications.

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WISH YOU GOOD LUCK

Answer

1. High Speed Train, Construction, Hospital, Business Centre construction etc.
2. Specialized body of professional knowledge.
3. Meeting, Face-to- face interaction, Formal Discussion, Presentation
4. Respecting culture, norms and practice of the audience/listener
5. Leading, counselling and proper guidance to project team members
6. Applying 7C principle of effective communication
7. Initial phase, client expectations
8. Client, Employee/Team Members, Government, Supplier, Contractor, Community, Society,

Shareholders etc.

9. Different phases viz; Initial, Planning, Execution, Controlling and Finalization constitute Project Life Cycle.
10. False
11. Focus, empathy, observe, practice to be patience etc.
12. The statement is correct.
13. False
14. Effective oral communication helps in understanding the message, work as per instruction etc.
15. Handing over documents, winding up project team, settling pay with project team members, Issuing project completion certificate and experience certificate to employees.
16. True
17. True
18. Paralanguage
19. Emotionally Intelligent, Knowledge, committed etc.
20. Controlling Phase
21. True
22. Effective communication is understandable, complete and concise.
23. The statement is correct.
24. Rectified Statement: Informal communication is also required for effective communication.
25. Formal Meetings, Memo, Official Letter, Official e-mail, Formal Boss-Subordinate Interaction