



Name: \_\_\_\_\_ BH: \_\_\_\_\_ Programme: \_\_\_\_\_ Section: \_\_\_\_\_ Date: \_\_\_\_\_

**I. Match Column A with Column B. Write the letter of the correct answer on the blanks provided.**

**Column A**

**Column B**

- |                             |   |
|-----------------------------|---|
| _____ 1. communication      | A. the individual to whom the message is sent                                       |
| _____ 2. message            | B. the process of putting thoughts, ideas or feelings into meaningful symbols       |
| _____ 3. channel            | C. the person's unique view of the world and everything in it                       |
| _____ 4. receiver           | D. the vehicle by which the message is communicated from the source to the receiver |
| _____ 5. context            | E. the thought, feeling, or action that is sent from the source to the receiver     |
| _____ 6. feedback           | F. the person who creates and sends the message                                     |
| _____ 7. frame of reference | G. the conditions surrounding communication with others                             |
| _____ 8. encoding           | H. the interdependent process of sending, receiving and understanding messages.     |
| _____ 9. decoding           | I. the process of interpreting or attaching meaning to another person's message     |
| _____ 10. sender            | J. the receiver's response to the sender's message                                  |
| _____ 11. external noise    | K. own thoughts or feelings that prevent us from understanding the message          |
| _____ 12. internal noise    | L. time of the day, degree of privacy, temperature, room size, etc.                 |
| _____ 13. physical setting  | M. integral part of the communication process                                       |
| _____ 14. people            | N. intended or unintended stimulus that disrupts the communication process          |
| _____ 15. noise             | O. sounds or visual stimuli that draw our attention away                            |