

ACCOUNTANCY & FINANCIAL MANAGEMENT

Question	Answer1	Answer2	Answer3	Answer4
Closing balance of Bills receivable can be shown on the Credit side of	Total Creditors A/c	Total Debtors Ac	Bills Receivable A/c	Bills Payable A/c
Lighting charges will be shown on _____	Credit side of Profit & loss A/c	Debit side of Bills Receivable A/c	Credit side of Bills Receivable A/c	Debit side of Profit & loss A/c
New computer or laptop purchased will be	added to Purchases in Trading A/c	added to Sales in Trading A/c	deducted from Ppurchase in Trading A/c	added to fixed asset in Balance Sheet
Private payment out of Bank is considered as	Drawings	Discount allowed	Discount received	Sundry expenses
Single entry system is suitable only for the	Registered companies	Small firms	Insurance companies	Banks
Which one of the following is not recorded in the Debtors A/c ?	Discount	Credit sales	Cash sales	Cash received from Debtors

Which one of the following is false regarding accounting from incomplete records system?	some financial events are not recorded	original vouchers provide base for preparing the accounts	accounting principles and standards are not followed properly	two aspect of all transactions are recorded
How statement of affairs is different from Balance sheet ?	As it is prepared to ascertain capital amount at a certain point of time	As it is maintained under Double entry system	Does not prove the arithmetical accuracy	Based on incomplete records and estimates
Creditors opening 25000, Credit purchase during the year 100000 and Discount from Creditor 10000 and Bill Recivable Dishonored 20000 then Closing Creditors amount will be _____	115000	125000	145000	155000
Opening stock 15000 , Purchase 60000 , Wages 10000 , Sales 120000, Closing stock 30000 then Gross profit will be _____	45000	50000	65000	75000
_____ helps to verify the accuracy of the books of accounts	British system	Double entry system	Single entry system	British & Single entry system both
Under Single entry system only _____ accounts are maintained	Impersonal & Real	Real & Personal	Personal & Cash	Impersonal & Cash
Consignee sends to consignor	Proforma invoice	Sales Account	Account sales	Invoice
The relationship between the consignor and the consignee is that of	Employer and Employee	Supplier and Customer	Principal and Agent	Master and Servant

Del-credere commission is allowed	to effect sales in the normal course of business	to bear the bad debts on account of credit sales	to effect sales at prices higher than price fixed	not to bear the bad debts on account of credit sales
The commission allowed by consignor to the consignee to bear the bad debts on account of credit sales is called	Normal commission	Over-riding commission	Del-credere commission	Underwriting Commission
Unless otherwise agreed Del-credere is allowed on	Cash sales	Gross credit sales	Net credit sales	Net sales
If del-credere commission is allowed for bad debt, consignee will debit the bad debt amount to	Del-Credere Commission A/c	Consignor A/c	Debtors A/c	General Profit & Loss A/c
In consignment the goods are despatched on the basis that the goods will be sold on behalf of at the expense and at the risk of	Consignor	Consignee	Transporter	Customer
With reference to consignment which of the following is correct?	Only ownership of goods is transferred	Only possession of goods is transferred	Both the ownership and possession of goods are transferred	Both the ownership and possession of goods are not transferred
With reference to consignment which of the following is correct?	A proforma invoice is sent by consignee	A sales invoice is sent by consignor	A sales invoice is sent by consignee	A proforma invoice is sent by consignor
In Consignment Accounting, Consignment A/c is a _____.	Real Alc	Personal Alc	Nominal Alc	Suspense A/c

Bill Recivable is amounted 1500000 for 3 months and Discounted with bank one month after @ 15 % p.a. Calculate discount on bills receivable amount_____	22500	37500	225000	375000
George of Pune sends out 1000 units of certain goods to Seema of Mumbai at cost + 25%. Half of the goods received by Seema is sold at 176000 at 10% above IP. Invoice value of goods send by George is?	300000	320000	180000	340000
Rahim of Kolkata sends out 1000 boxes to Ram of Delhi costing Rs.100 each at an Invoice Price of Rs.120 each. Goods sent on consignment to be credited in General Trading A/c will be Rs.	100000	120000	20000	50000
The profit from the branch account is transferred to	Head office a/c	Trading a/c	Branch Adjustment a/c	General Profit & Loss a/c
Under Stock & Debtor method, Cash received from Branch debtors are debited to	Branch a/c	Branch Stock a/c	Branch Debtors a/c	Branch Cash a/c
Closing Stock Reserve is debited to Branch account under	Debtors method	Stock & Debtor method	Foreign Branch	Independent Branch
Opening balances of branch liabilities are _____ to Branch a/c	Added	Deducted	Debited	Credited
Branch Account under debtors system is a	Nominal a/c	Real a/c	Personal a/c	Suspense a/c

Under ____ method, Branch Stock account is opened to ascertain gross profit or loss of branch.	Debtor	Stock & Debtors	Dependent Branch	Independent Branch
A branch not maintaining complete record of all accounting transactions is called_____ branch	Dependent	Independent	Debtors	Stock & debtors
Branch Account is prepared under _____ method of Branch Accounting.	Debtors	Stock & Debtors	Foreign	Local
Under Stock & Debtor method, Branch Profit & Loss A/c is prepared to ascertain	Net profit or loss	Gross profit or loss	Branch Expenses	Branch Income
Under debtor method, Credit sales are not recorded in _____ account	Branch	Debtor	Branch Stock	Customer
Y & Co. have branch at Mumbai and HO at Delhi. Goods are sent to branch at cost plus 25%. Opening stock is valued at invoice price Rs. 21000. Calculate load in opening stock.	RS. 5,250	Rs. 4,200	Rs. 4,800	Rs. 3,360
Rs. 12000, amount remitted to HO Rs. 180000, amount received from HO for expenses Rs. 8000, Branch expenses paid by branch Rs. 9000, Calculate amount received from debtors.	Rs. 1,97,000	Rs. 1,80,000	Rs. 1,89,000	Rs. 1,92,000
Birbal has HO at Panvel and branch at Vashi. Goods are sent to branch at invoice price which is cost plus 50%. Goods sent to branch at invoice price Rs. 27,00,000. Calculate loading in the goods sent to branch?	Rs. 13,50,000	Rs. 9,00,000	Rs. 18,00,000	Rs. 27,00,000

Fire insurance provides cover for _____	Tangible assets	Intangible assets	Fictitious assets	Business employees claim
The stock which is rescued from fire is _____.	scrap	defectives	salvaged stock	
The period for which insurance policy is taken against the risk of fire is _____.	accounting period	calendar period	indemnity period	standard period
Salvage refers to _____	Stock destroyed by fire	Stock saved from fire	Stock moving slow	Stock moving fast
Goods lost by theft is _____	Debited to Memorandum Trading Account	Credited to Memorandum Trading Account	Debited to Profit and Loss Account	Credited to Profit and Loss Account
Which of the following statement is true?	It is not compulsory to insure the stock	Insurance avoids loss due to fire	Purchase of machinery is debited to Trading Account	In case of overvaluation of stock it should be brought down to cost
The claim to be lodged with insurance company is _____	Stock on the date of fire + salvage	Stock on the date of fire - Salvage	Policy amount - Salvage	Only salvage
Net Loss of Stock by fire = _____ (-) Salvage	Closing stock on date of fire	Credit sales	Cash Sales	Credit Purchases

Gross Profit Ratio = Gross Profit/ _____ x 100	Net Purchases	Closing Stock	Net Sales	Salvage
Stock on the date of fire Rs. 4,60,000; Value of salvaged stock Rs. 75,000. Calculate the amount of claim if the sum assured to cover loss of stock by fire is Rs. 2,50,000.	Rs. 4,60,000	Rs. 3,85,000	Rs. 2,09,239	Rs. 2,50,000
Sales Rs. 5,20,000; Purchases Rs. 4,00,000; Wages Rs. 40,000; Closing Stock was more than Opening Stock by Rs. 4,000. What is Gross profit?	Rs. 84,000	Rs. 1,02,000	Rs. 96,000	Rs. 80,000
2021. The Gross Profit Ratios for 2017, 2018, 2019 and 2020 is 25%, 25%, 22% and 22%. The reasonable Gross Profit Ratio for Memorandum Trading Account will be_____.	30%	20%	23.50%	25%

E.V.S.

Question	Answer1	Answer2	Answer3	Answer4
Match the following: A. Domestic B. Industrial C.Nuclear; 1.Leftover food 2. Radioactive waste 3.Heavy metals	A-1,B-2, C-3	A-2,B-3,C-1	A-1,B-3,C-2	A-3, B-2, C-1
Which of the following is persistent organic pollutant?	Malathion	DDT	Parathion	Calcium
Plastic is which type of waste?	Nonrecyclable, Nondegradable, Hazardous	Nondegradable, Ignitable, Hazardous	Hazardous, Nonrecyclable, Dry	Nonhazardous, Nondegradable and recyclable

What is the reason for higher generation of electronic waste?	Increased use of electronic products	It becomes backdated at a faster rate	Both increasing use and obsolescence rate	It is recyclable
Which of the following is done on an individual level to manage waste?	Burning	Disposal	Recycling	Source reduction
Which of the following DOES NOT contribute to a good carbon nitrogen ratio ?	Adding fats and oils often	Providing aeration	Maintaining moisture content	Providing oxygen
Which of the following is the best way to manage waste?	Burning	Recycling	Disposal	Source reduction
Guess the correct sequence of Solid Waste Management.	Refuse-Reuse-Reduce-Recycle	Refuse-Reduce-Reuse-Recycle	Reduce-Reuse-Refuse-Recycle	Reduce-Reuse-Recycle-Refuse
What is the environmental impact of excess nutrients from agricultural industry?	Algal bloom	Acid rain	Eutrophication	Both Eutrophication and Algal bloom
What is a leachate?	By product of waste incineration	A nonrecyclable type of plastic	Liquid which forms when waste is dissolved in water	Water proof seal used for lining artificial landfills
Future of the Green Business depends on _____	Use of non renewable energy	Be energy efficient	Deforestation	Pollution
Which is the major source of sulphur dioxide?	Burning crackers	Coal and crude oil combustion	Burning of petrol	Sewage treatment process
Which of the following doesn't occur as a result of acid rain?	Low amount of phosphate availability in soil	Low amount of aluminium availability in soil	Low availability of nutrients to the plant	Increased acidity of the soil

Montreal protocol which calls for appropriate action to protect the ozone layer from human activities was passed in the year _____.	1986	1987	1988	1985
What causes salinization, alkalization and waterlogging?	Contamination	Flooding	Improper irrigation	Deforestation
When you plough across the slope of hills, it is called as _____.	Contour Ploughing	Crop rotation	No-till farming	Terracing
Deficiency of which nutrient lead to anaemia?	Vitamin C	Zinc	Protein	Iron
Rickets is caused due to lack of _____ in the body.	Vitamin C	Vitamin B	Vitamin D	Vitamin A
Which is the main reason for melting of the ice sheets?	Increase in the oxygen content	Global warming	Decrease in carbon dioxide content	Ozone layer depletion
With desertification , the fertile soil would be _____.	given new life	washed away	allowed to have new growth	multiplied
Someone travelling abroad for at least _____ hours is defined as a foreign tourist.	5 years	a year	twenty four	8 months
The sum of the phenomena and relationships arising from the travel and stay of _____ which lead to permanent residence and are not connected with any earning activity .	residents	local	foreigners	non-residents
The International Association of scientific experts in tourism define tourism in terms of particular activities chosen and undertaken outside the _____.	organisation	home	neighborhood	society

Domestic tourism and outbound tourism are the parts of _____	internal tourism	external tourism	international tourism	national tourism
Corbett National park is in _____	UP	MP	Punjab	Kerala
Site - seeing of natural beauty is also known as _____ tourism.	wildlife	spiritual	religion - based	nature
MICE related events include _____, conferences, conventions, exhibitions and incentive travels.	messages	meetings	maple	mainstream
MICE tourism allow the tourist to mix _____ with pleasure during their visit.	wildlife	construction	business	yogasana
_____ is a land of Ayurveda.	Singapore	USA	India	Malaysia
Chilka lake in Orissa facilitates _____ sports.	water	nature	racing	rappelling
Livelihood Assessment is part of _____,	Biodiversity Documentation	Environmental Impact Assessment	Environment Health and Safety Management	Carbon Trading
Paris Agreement was signed in the year _____.	1985	1995	2005	2015
Koel Karo Project from the state of _____, has been heavily opposed by the native tribal community.	Chhattisgarh	Jharkhand	Madhypradesh	Telangana

The courts created to expedite the disposal of litigations relating to environment are known as _____.	National Green Tribunal	National Environment Authority	Environment Appraisal Committee	Department of Environmental Jurisprudence
For developmental projects that are of lesser consequences the clearance is sought from state government bodies which are known as _____	State Environmental Appraisal Committees	State Ministry of Environment	Biodiversity Boards	Central Zoo Authority
The Biological Diversity Act, came into force in the year _____.	1972	1982	1992	2002
The proposed Nanar Oil Refinery was to come up in which district of Maharashtra?	Buldhana	Jalgaon	Ratnagiri	Kolhapur
Protest against coal mining in Mollem forest are happening in which Indian State?	Manipur	Nagaland	Goa	Mizoram
Who among the following has given number of pro-environment judgements in cases of PILs filed in the Supreme Court?	Justice V. R. Krishna Iyer	Justice Y. V Chadrachud	Justice Ranjan Gogoi	Justice Nani Palkhivala
Ramsar Convention has been signed to protect _____.	Endangered Species	Wetlands	Rainforest	Coral Reefs
Water -Logging areas excessive irrigation are found at _____ in Konkan	Mangaon	Kundalika	Tansa Dam	Shahad
In Konkan Cattleshed are found at _____ place	Bhivandi	Dahanu	Palgher-vasi	Shahad
Where is the Tobacco Industry in Mumbai	Kurla	Vile-parle	Chunabhatti	Bandra

Where is perishable product Market is located in Mumbai	Dader	Malad	Sion	Bandra
Where is perishable product Market is located in Konkan	Dombivali-kalyan	Dhanu	Ratnagiri	Kalyan
In mumbai Essel World is known as _____ tourism	Pilgrimage centre	beach resort	watersport	wonderland
From the following Which is known for watersport tourist place in Mumbai	Chowpatty	national park	Essel World	Sasoon dock
From the following ____ is known as area of natural beauty in Konkan	Dhanu	Matheran	Kelve	Janjira
The traffic-jams at certain points like mahalaxmi mahim gives rise to _____	Air pollution	Water pollution	Noise pollution	Soil pollution
The suburban districs occupies _____ airport areas	3	1	2	4

BUSINESS ECONOMICS

Question	Answer1	Answer2	Answer3	Answer4
Perfect competition is an industry with _____	a few firms producing identical goods.	many firms producing goods that differ somewhat.	a few firms producing goods that differ somewhat in	many firms producing identical goods.

In perfect competition, the elasticity of demand for the product of a single firm is _____	zero	infinite.	one	between zero and one
Which of the following is an example of perfect competition?	Agriculture	Banking sector	Car manufacturing	Railways
A price line is _____	The demand curve	The AR curve	The MR curve	The TR curve
The commodity sold by the monopolist has _____	substitutes	no close substitutes	close substitutes	perfect substitutes
In monopoly the demand curve is _____ due to the absence of close substitutes.	less elastic	more elastic	unitary elastic	perfectly elastic
Public utilities like water, electricity, local transportation are examples of _____	legal monopolies	natural monopolies	technological monopolies	private monopolies
The revenue of a firm per unit sold is its _____	MR	AR	TR	TC
Demand curve of a firm in perfect competition is _____	horizontal	vertical	downward sloping	upward sloping
Which of the following statements is true of monopoly?	A monopolist always decide both price and output sold	A monopolist poses no barrier to entry of new firms	A monopolist usually earns excess profit in the long	A monopolist produces at minimum average cost
A firm's equilibrium output is produced at a point where _____	$MC = MR$	$MC < MR$	$MC > MR$	$AR = MC$

In perfect competition, when the marginal revenue and marginal cost are equal, profit is?	Maximum	Zero	Negative	Average
When AR = Rs. 10 and AC = Rs. 8, the firm makes?	no profit	Super normal profit	Normal profit	Net loss
In monopolistic competition, in the short-run a firm maximizes its profit by selecting an output at which marginal cost equals	price	zero	average total cost	marginal revenue
In monopolistic competition the number of sellers is _____	one	two	many	few
In monopolistic competition, the demand curve is _____ .	perfectly elastic	relatively inelastic	perfectly inelastic	relatively elastic
Which of the following is not a characteristic of monopolistic competition ?	Firms are price takers	Many number of sellers	There is free entry into the market	Product differentiation
The profit - maximizing firm in a monopolistic competition reaches equilibrium output where its	marginal revenue is equal to marginal cost	average total cost is equal to marginal revenue	average total cost is equal to price	average revenue exceeds average total cost
In monopolistic competition, each firm has a demand curve with	a slope equal to zero, and there are barriers to entry into the market	a negative slope, and there are no barriers to entry into the market	negative slope, and there are barriers to entry into the market	a slope equal to zero, and there are no barriers to entry into the market
Selling cost, such as advertising are likely to be a large share of total cost in an industry that is	perfectly competitive	non - profit	a monopoly	monopolistically competitive

Which of the following is a feature of monopolistic competition market ?	An industry with significant barriers to entry and a single supplier	A highly concentrated market with just a few interdependent firms	A highly competitive market with slightly differentiated product	A highly competitive market where firms are price takers
The firm in monopolistic competition will be in equilibrium where _____ .	Price = MC	MR = MC	AR= MR	MR = MC = Price
A firm in a monopolistic competition requires to spend on	production cost	selling cost	production cost and selling cost	only storage cost
Under the principle of marginal cost marginal revenue equality, a firm will increase its production if _____ .	marginal revenue is greater than average total cost	price is greater than marginal cost	price is greater than average total cost	marginal revenue is greater than marginal cost
Selling cost means _____	cost incurred in advertisement	cost incurred on factors of production	cost incurred in transportation	cost of variable inputs
_____ is a firm sells its output on a market that is characterized by many sellers and buyers, a differentiated product and unlimited long-run resource mobility, than the firm is	a perfect competitor	monopolistic competitor	monopolist	an oligopolist
First degree price discrimination refers to _____.	each customer is charged different price for the same commodity	each market segments is charged different price	different prices are charged for same commodity in different market	each customer is charged same price for the same commodity
Price discrimination is profitable when _____.	elasticity of demand is the same in different markets	elasticity differs in different market	when demand in different markets is perfectly elastic	elasticity same in different market
A price discriminating monopolist distributes total output between the markets till the point _____.	where MR in all the markets is same	where MR differs in different markets	Where AR in different markets is same	where AR differs in different markets

Dumping takes place when a producer _____.	has monopoly in the world as well as home market	has monopoly in the world market	has monopoly in the home market and faces competition in world market	has monopoly in the home market
When dumping is of a temporary nature it is called _____.	persistent dumping	predatory dumping	sporadic dumping	dumping
Charging different prices to different buyers for the same product is referred to as _____.	Price differentiation	Price discrimination	Oligopoly pricing	Transformation
Goal of price discrimination is _____.	sales and profit maximization	Social justice	Exploitation	Poverty alleviation
Under dumping a monopolist demand curve in the world market is _____.	downward sloping and less elastic	perfectly elastic	a kinky demand curve	perfectly inelastic
Different prices for the product in different markets within the country is a case of _____.	Dumping	Third degree price discrimination	Conditions for price discrimination	product differentiation
Non - transferability of goods is _____.	a conditions for price discrimination	Dumping	Third degree price discrimination	product differentiation
Charging higher prices at home and low price in the world market is a case of _____.	Dumping	Third degree price discrimination	Conditions for price discrimination	product differentiation
_____ is a case where each consumer is charged a different price for the same product.	First degree price discrimination	Second degree price discrimination	Third degree price discrimination	dumping

Identify from among the following, the first step in capital budgeting -	Cost determination	Profit Maximization	Cost Reduction	Estimation of cash flow
Capital budgeting decisions are of great importance in business planning because ____	they affect profitability	they are reversible in nature	resources are surplus	they have small gestation period
According to IRR criterion of capital appraisal, the project is worthwhile as long as IRR is _____ the market rate of interest	lesser than	equal to	greater than	below
Prices of equipment's, exchange rate, custom duties, installation expenses etc. are to be considered as _____ in capital budgeting.	cash flows	outlook	Costs	Orientation of project
It is expected that cash flow from investment occurs in _____	Future	Present	Gestation Period	As and when required
Futuristic cash flow may involve various degrees of _____	choices	Profit margins	Risk and uncertainties	alternatives
Future cash flows are to be _____ to obtain the present value of cash flows.	Discounted	Measured	Avoided	Provided
Which of the following rates is used for discounting future earnings?	Market rate of interest	Monopolist rate of interest	Central bank's CRR	SLR
Time value of money _____ from year to year	Decreases	Increases	remains constant	can not be calculated
Which of the following is considered to be a final step in investment appraisal?	Comparing the present value with cost of project	Comparing future cost with current value	Comparing future value with future cost	Profit accountability

The project should be accepted if :	Present value of future cash > cost of Project	Present value < Cost of Project	Present Value = Cost of Project	Cost of Project > Expected profit
If the present value of future cash flows is less than the cost of the project , then project should be _____	Rejected	Accepted	Approved	Forwarded

COMMERCE

Question	Answer1	Answer2	Answer3	Answer4
Several vital decisions regarding new service development are taken at _____ stage.	Idea	Growth	Decline	Analysis
During _____ times, demand exceeds capacity.	Season	Day	Peak	Lean
A service organization may make an attempt to _____ demand when there is low demand.	Balance	Decrease	Increase	Initiate
The government has allowed FDI even upto 100% in _____ sector	Publishing	Telecom	Furniture	Food
A service _____ is different from service idea.	Calculation	Formula	Concept	Theory
To shift demand from peak to non-peak period, the service provider may offer _____.	Extra time	Extra manpower	Discounts	Extra products

India is the _____ fastest emerging country in the services growth, behind China.	Second	Third	Seventh	Tenth
Second hand data is called as _____ data.	Only	Primary	Secondary	Final
Channel management is concerned with _____ system.	production	banking	advertising	delivery
Marketing mix consists of _____ variables.	publicity	selling	marketing	pricing
_____ is required in customisation of services.	Inconsistency	intangibility	Interaction	Inventory
Highest level of expectations for a service is called as _____ service	Demand	Desired	Supply	welfare
_____ Technology services play an important role in economic development.	Office	Administration	Production	Information
_____ element of marketing mix helps in overcoming intangibility limitations in service marketing.	Physical-evidence	price	promotion	research
It is always advisable to locate the store at a place where there are _____	Customers	Facilities	similar stores	Transport services
When the merchandise in shelves is arranged in a straight line, it is known as _____	Straight Floor Plan	Diagonal Floor Plan	Angular Floor Plan	Mixed Floor Plan

India's middle class is expected to touch 600 million by _____	2025	2030	2040	2050
_____ is solely responsible for managing an individual store	Marketing manager	Retail manager	Logistics manager	Store manager
More than 50% of the Indian villages have a population of less than _____ people	500	1000	1500	2000
Currently Indian retail market is _____ largest in the world	5th	6th	2nd	10th
Currently , the share of retail in India's GDP is estimated at _____ %	10	20	30	40
_____ retailing refers to modern form of retail.	Organized	Traditional	Unorganized	Outdated
The share of unorganized retailing is _____ in India.	Limited	Complicated	Restricted	High
_____ ia an example of single brand retail.	Walmart	Nike	Reliance Trends	Shoppers Stop
Organized retailers cater to _____ income group of customers.	High	Poor	Meager	Low
Shoppers Stop is owned by _____ group.	Tata	K. Raheja	Future	Landmark

_____ is one of the disadvantages of outsourcing	absenteeism	sensitive information needs to be shared	overburdened	low motivation
_____ is a disadvantage of legal process outsourcing	problem of client confidentiality	quick service	specialised service	problem of morale
If the account gets debited when you withdraw from ATM and you don't get cash from the ATM then _____	the money gets credited at the time of reconciliation by bank	The next person in line gets the money	the money debited is lost	that money is received through another ATM
Debit cards can be used in _____	ATMs	restaurants	online shopping	all of these
Full form of PIN _____	postal index number	personal index number	personal identification number	Postal identification number
If your credit/debit card is lost, then you should _____	apply for a new one	block the card immediately	use the spare one	borrow a card from friend
Internet banking helps to _____	order for cheque book	check balance in account	transfer funds	all of these
Which of the services is not available in online banking _____	between two accounts in different banks	receive bank statements	log in without password	between two accounts in the same bank
_____ is an advantage of internet banking	quick and easy access to banking services	initial difficulty in getting started	technology glitches	low internet connectivity
FDI is an important source of _____ inflows.	non-debt	debt	fund	capital

In private sector banks upper limit for FDI is allowed _____.	100%	51%	74%	5%
Privatisation of banks resulted in _____ of service quality.	improvement	decrease	decline	reduces
_____ is a science of planning and calculating.	HR	Marketing	logistics	fine arts
Customer gets better service in Insurance sector in India due to _____ approach because of FDI.	professional	unprofessional	general	common
_____ provides value added services.	logistics	warehousing	transpiration	networking
The respondent needs to be _____ and rewarded for his/her cooperation in research.	depreciation	transfer	promotion	appreciated
A good number of Indian _____ are reluctant to pay online with their credit cards or debit cards.	customers	banker	businessmen	worker
online marketing research may lead to _____ bias.	buyer	customer	consumer	respondent
_____ research enables a company to solve its marketing problems such as design, pricing etc.	market research	marker price	online marketing	offline marketing
The changes can be informed to the customers which may increase _____.	purchase returns	sales returns	purchase	sales

Data collected online is much cheaper and faster as compared to _____	web	virtual	field	electronic
_____ transactions are not very common in India	C2C	B2C	B2B	offline
Online marketing research provides necessary inputs for _____ decisions.	marketing mix	marketing price	marketing strategy	marketing demand
E commerce permits _____ reach	local	global	national	village
_____ is the world's largest online retailer	flipkart	Amazon	Dmart	walmart

FOUNDATION COURSE

Question	Answer1	Answer2	Answer3	Answer4
Disinvestment in public service will encourage _____	good customer service	corruption	political interference	economy
The ministry of environment and forest has control over economic activities known as _____	cultural resources	medicines	forest resources	minerals
Make in India has the intention for _____	saving foreign exchange	less expensive product	self-development	employment

_____ is a Public Sector Undertaking.	Indian oil	Godrej	Tata	reliance
The government of India introduced FEMA in the year _____	year 2000	year 1999	year 2002	year 2005
The government has signed _____ agreement for expanding trade.	FDI	NRI	WTO	TRIP
The human rights are declared by _____	UDHR	directive principals	GPS	High court
The negative impact of Industrial policy 1991 is _____	medical expenses	job cut	brain drain	foreign reserves
Contract farming took an initiative due to.....	NAP 2000	NIP 1991	FEMA	Foreign company
when a person is bored he is experiencing -----	migration	Depression	Unsafe	stress
The French thinker _____ developed the idea that an individual may have a private will.	Rousseau	Locke	Hobbes	Grotius
The _____ convention created provisions for the treatment of sick and wounded soldiers.	Geneva	Paris	London	France
_____ staunchly supported individual freedom and equality of life.	Hobbes	Locke	Grotius	Rousseau

John Locke is a _____ philosopher.	American	British	French	Spanish
_____ defines "human rights are those conditions of social life without which no man can seek in general to be himself at his best."	Mahatma Gandhi	Harold Laski	Justice Durga Das Basu	Dr. B. R. Ambedkar
Overgrazing, Over cultivation, deforestation, irrigation and excessive ploughing can easily result in _____	Agricultural revolution	Desertification	Excess Production	Mass extinctions
Africa Sahel (South of Sahara) is the latest rapidly occurring example of _____	Desertification	Deforestation	Emission	Erosion
When humans or natural forces release chemicals or other substances into the environment is known as _____	Emission	Erosion	Extinction	Exit
When humans or natural forces release chemicals or other substances into the environment is known as _____	soil pollution	Water pollution	Air pollution	Natural pollution
Which of the following is the example of human processed that generates emissions?	Forests fire	volcano eruptions	Driving a car	Ocean release
Mediators can help parties to establish _____ and work together effectively	communication	trust	dialogue	forgiveness
For Mediation to be a successful tool of _____ programme, a mediator must be highly skilled and respected	communication	trust-building	dialogue	forgiveness
The goal of _____ should be breaking stereotype and prejudice resulting in conflict resolution.	revenge	dialogue	violence	Aggression

I am right and you are wrong is the _____ type of strategy of conflict resolution.	win/lose	lose/lose	win/win	Problem-solving
In the case of _____ strategy for conflict resolution a neutral facilitators is engaged to make both parties compromise	win/lose	lose/lose	win/win	Problem-solving
In _____ strategy there is an atmosphere of trust among all involved in conflict.	win/lose	lose/lose	win/win	Problem-solving
_____ type of strategy of conflict resolution arrives at a solution that all parties accept.	win/lose	lose/lose	win/win	Problem-solving
In _____ type of dialogue intense and joint efforts are made to meet the needs to resolve the conflicts	Adversarial dialogue	win/lose	lose/lose	Problem-solving dialogue
Public media campaigns and educational programmes can help to reduce common _____	Stereotypes	Aggression	Violence	Ethics
_____ means ,when a person experience any interferences with his/her goals or aims he/she may develop a strong motive to harm others.	Frustration	Human instinct	Provocation	Cognitive factor
Aggression is often the result of physical or verbal _____ from others	Provocation	Cognitive factor	Frustration	Observation
.....is a method of expression of aggression.	Anger	Frustration	Anxiety	Emotion
_____ means forming close associations with trusted friends and co-workers.	enjoyment	Relaxation	Networking	Entertainment

As a method of resolving conflict, _____ often leads to a lose-lose situation.	Avoiding	Competing	Collaborating	Dialogue
.....conflict is a negative relationship between two or more groups.	Mental	Social	Economic	Emotional
There are many religious and spiritual groups helping people to achieve their full potential. These groups have.....needs	transcendence	self-actualization	cognitive	aesthetic
.....is NOT an example of the safety and security needs.	disaster management program	safe neighbourhood	effective police force	successful career
After physiological and safety needs are fulfilled the third layer of human needs are social and involve feelings of _____	physical	belongingness	transcendence	security
_____ is one example of the aesthetic needs.	relaxing	chatting	reading	painting
The concept of _____ involves the feeling of self confidence ,competence or mastery ,achievement and independence.	self respect	physical needs	safety needs	belongingness.
The concept of esteem needs does NOT stand for ,name, fame_____and glory.	reputation	love	Fame & name	glory
_____ can be an example of transcendence need.	love	spiritual need	reputation	glory
Self actualisation is _____ motivated.	introduction	growth	reputation	decline

_____ can be defined as the most basic means of setting our difference.	negotiation	fight	arguing	emotional separation
Addressers of conflict can be.....	First steppers	feeling-swallowers	subject-changers	up-front attackers
.....are a type of addressors of conflict.	mediator	arbitrator	emotional	confronter
_____ often is the next step if negotiation proves unsuccessful.	force	mediation	attack	emotional behaviour
_____ is the submission of a disputed matter to an impartial person.	negotiation	smoothing	arbitration	introduction
_____ avoid the real issues of conflict and only discuss issues which are mutually agreeable.	subject-changers	behind -the-back-attackers	feeling-swallowers	up-front attackers
Yoga sutra written by _____	Patanjali	Maslow	Churchill	Grotius

BUSINESS COMMUNICATION

Question	Answer1	Answer2	Answer3	Answer4
_____ interview is taken to seek clarification regarding the problems faced by the employees.	Exit	Punishment	Grievance	Medical

_____ interviews involve exchange of information over the computer using the power of the internet or CMC	Selection	Promotion	Online	Exit
The questions that create a logical flow in the interview are known as _____ questions.	Closed	Link	Situation-related	Open
Mirror image error and _____ error are reverse of each other.	Halo	Logical	Horn	Contrast
_____ questions are used as follow-ups on the candidate's earlier responses, either to confirm them or to enlarge upon them.	Open	Closed	Probing	Leading
_____ meetings are conducted once a year.	Annual general	Executive	Specific	General members
Feelings, beliefs, attitudes not openly expressed but influencing the direction of the discussion in a meeting, is known as the _____.	quorum	agenda	hidden agenda	physical set-up
Participants at a meeting should not do this _____.	just listen	contribute ideas	support each other's views	follow rules set by the chairperson
On the basis of function, committees can be two types - _____ and advisory.	Ad-Hoc	Line	Executive	Staff
One of the advantages attributed to committees is _____.	presentation of balanced views	delayed decision making	domination of some members	no accountability for a decision
A large committee can appoint some of its members to form another committee under it in the name of _____.	parent committee	coordinating committee	sub-committee	standing committee

There are a limited number of participants in a _____ so that each one can face all the others.	symposium	public conference-cum exhibitions	professional conference	round table conference
_____ are meant to enable a person to learn from others in his/her field of work and develop knowledge and expertise.	public conference-cum exhibitions	virtual conference	professional conference	private conference
The keynote address is given in the _____ session.	technical	question answer	valedictory	inaugural
The main work of Public Relation Department is to keep _____ relations with all the internal and external public.	bad	distanced	poor	happy
Public Relation Department is a _____ phenomenon	war with every one	ancient war	post world-war	pre world war
Arranging _____ is not a work of Public Relations Department.	seminars & conferences	weddings	picnics & tours	get togethers & sports meet
Suggestion scheme can not be made effective and successful by _____.	giving publicity	giving rewards	gaining supervisor's support	not giving feedback
Public Relations Department does not help employees to sort _____ problems.	personal	financial	peer	professional
Rumours and negative competitive propaganda can _____ the company's image.'	boost	not damage	improve	damage
Which of the following reason is not related to letter of inquiry	Routine or regular orders	business terms & conditions	Estimate of work or services	response to request of service

Who do you send inquiry letter about a product to ?	A Teacher	A Company You are Interested In	A ticket checker	Court
"We are approaching you with a request to let us know the price and other terms and conditions on which you will be able to supply goods to us." The	Adjustment of claim	Inquiry letter	Complaint letter	Response to inquiry
Which of the following thing one should not indicate in an inquiry letter?	quantity of goods	the date	quote your own price	need for samples
_____ letter is the reply to complaint.	Adjustment	An inquiry	Collection	Sales
Where the complaint is genuine the complainant should get _____.	Full adjustment	Partial adjustment	No adjustment	Extra discount
The following statement is not true about an adjustment letter.	that he is being treated fairly	the confidence of the complainant in products or	the customer's faith in the company.	It tries to blame the customer.
Caveat Emptor means _____.	Buyer Beware	The customer is always right	Fair claim, fair adjustment	Third party at fault
to letter of complaint- A: The letter must be sound from a legal point of view, which means that the complaint must be a	Only A	Only B	A and B	Neither A nor B
A letter refusing or rejecting a claim is a " _____ " letter.	bad news	formal news	accountable news	transparent news
A sales letter is written to _____ a prospective customer to buy a product.	persuade	demonstrate	threaten	fear

Sales letter is _____ as it can be read at leisure.	quick	lengthy	convenient	tension free
Consumer Protection Act is significant to ____.	Immovable Goods	Movable Goods	Specific Goods and Services	All Goods and Services
The rights of consumers as per the Consumer Protection Act does not include the right to be _____.	informed	heard	safety	presented
Appeal against the national forum can be done in the _____.	district court	high court	supreme court	state forum
Any appeal against a forum must be done in a higher forum within ____ days.	45	30	60	90
To protect themselves consumers need _____.	Consumer Forums	Consumer Protection Councils	Consumer movement	Consumer awareness
The officer who is entrusted with the task of providing information to the citizens of India under the RTI Act is _____.	Appellate Authority	Chief Information Commissioner (CIC)	Public Information Officer (PIO)	Assistant Public Information Officer (APIO)
The following statement is false _____.	seek information related to national security	RTI applications can relate to more than one body	information can be obtained in different formats	matters of commercial confidentiality need
The following statement is false _____,	be rejected if they have been made repeatedly	allow RTI applications to be rejected if the	permit applications to be rejected	be rejected if they fall within the exemptions clauses
Managers use these reports to assess the performance of their employees _____.	Progress Report	Performance Reports	Investigative Reports	Individual Reports

Individual Reports are written in the _____.	1st person singular	1st person plural	3rd person plural	neuter gender
Progress Reports _____.	reassure the reader that work is in progress	provide feedback to the employees on their performance	are written as a feedback after inspection	are written to know the cause of an action.
Terms of Reference is akin to the _____.	salutation	subject line	complimentary close	body of the letter
Companies sending out proposals to prospective customers are known as _____ proposals.	technical	research	business	informal
The method of _____ is a clever way of reassuring the reader that you understand his problem.	restating you are the best	restating the problem	restating what you think	restating the solution
A _____ proposal is written to buy services and research facility for a project.	sales	financial	technical	research
Ideas in a summary should be _____ to each other.	logically connected	disconnected	disjointed	disoriented
The _____ generally forms the title.	any word	rarely used word	central idea	repeated word
_____ include your own comments in summarization.	Do	Do not include	Try to	be sure to

MATHEMATICAL & STATISTICAL TECHNIQUE

Question	Answer1	Answer2	Answer3	Answer4
If y is said to be a function of x and is expressed as $y=f(x)$, then x and y are called	independent variables	dependent variables	dependent and independent variable respectively	independent and dependent variable respectively
The quantity of product, market can offer is	Revenue	Demand	Supply	Average cost
The demand function $D = f(p)$, where p denotes price , is	increasing function	decreasing function	fluctuating function	periodic function
The function of the form $f(x)=c$, for all x is	linear function	constant function	logarithmic function	power function
If $0 < \eta$ (elasticity of demand) < 1 , the demand is said to be -----	inelastic	perfectly elastic	directly proportional to price	elastic
If the Revenue function is given by $R = D^2 - D + 10$. Find the marginal revenue if the number of units	7	6	1	4
Find dy/dx where, $y = e^x \cdot x^7$	$e^x \cdot x^6 (7+x)$	$e^x \cdot x^7 (1+x)$	$e^x \cdot x^7 (7+x)$	$e^x \cdot x^6 (1+x)$
If $Y = a^x + x^a + e^x$, then dy/dx is _____.	$ax^{a-1} + a^x / \text{Log } a$	$a^x \text{Log } a + ax^{a-1} + e^x$	$a^x / \text{Log } a + a \cdot x^{a-1} + e^x$	$a^x \text{Log } a + e^x$

If $0 < \eta < 1$, the demand is said to be -----	inelastic	perfectly in elastic	Directly proportional	elastic
The demand function $D = f(p)$ where p denotes the price is an	increasing function	decreasing function	fluctuating function	periodic function
The compound interest on ₹5000 at 10% p.a. for a period of 3 years is maximum when the interest is compounded -----	quarterly	half yearly	yearly	data is not sufficient
A bank promises to double the principal sum invested in 4 years. What is the rate of compound interest offered by the bank when it is given that fourth root of 2 is 1.1892 ?	11.89%	18.92%	20%	Depends on the Principal
If the effective rate of compound interest is 8.16 p.c.p.a then the nominal rate of compound interest compounded half yearly is	7.8 p.c.p.a	8.2 p.c.p.a	8.16 p.c.p.a	8 p.c.p.a
In Compound interest	there is a fixed interest that is earned each year	there is an interest earned that progressively decreases each year	there is an interest that increases by a fixed quantity each year	the interest is calculated by providing interest at a fixed rate over the Principal amount as
The depreciated value of an item costing P at the present when rate of depreciation is r and the Present value of an item costing P in the future when rate of compounding is r	Are one and the same	Depreciated value is more than the present value	Depreciated value is less than the present value	Cannot compare these values
If the annuities are paid at the end of each period, it is known as an ____.	Annuity due	Immediate Annuity	Contingent Annuity	Perpetual Annuity

If the payments of annuities are to be made as long as a person is alive then it is called as ____.	Annuity due	Immediate Annuity	Life annuity	Annuity certain
An annuity where payment continues forever is called ____.	Annuity due	Immediate Annuity	Contingent Annuity	Perpetual Annuity
The person who receives annuity is called ____.	annuitant	broker	agent	sales man
The future value refers to ____.	Future compound interest	Accumulated amount of sum of money including the	Future simple interest	Annuity due
For given two regression equations $4x-y=23$ and $3x-2y+4=0$, The mean value of x is ____	17	13	10	7
Find the regression equation of y on x for following data : $\Sigma x = 28$, $\Sigma y=630$, $\Sigma(\text{square of } x) = 140$, $\Sigma(\text{square of } y) = 2576$, $n= 7$	$y=2x+82$	$x+y=7$	$y=5x$	$x+7y=0$
The value of correlation coefficient is _____ of the two regression coefficients	Arithmetic Mean	Geometric Mean	Harmonic Mean	Weighted mean
Identify the triplet of numbers representing values of two regression coefficients and correlation coefficient respectively.	1.5,1.5,1.5	1,1,1	0.5,-0.5,0.5	0.4,1.6,-0.8
In Regression line of y on x, x is _____ and y is _____.	independent variable, independent	dependent variable, dependent variable.	dependent variable, independent	independent variable, dependent variable.
The techniques which provide the decision maker a systematic and powerful means of analysis to explore policies for achieving predetermined goals	Correlation techniques	Mathematical techniques	Quantitative techniques	None of the above

.....attempts to determine the degree of relationship between variables	Regression analysis	Correlation analysis	Inferential analysis	None of these
Coefficient of correlation explains:	Concentration	Relation	Dispersion	Asymmetry
If the dots in a scatter diagram fall on a narrow band, it indicates a degree of correlation	Zero	High	Low	None of these
Product moment correlation method is also called	Rank correlation	Karl Pearson's correlation	Concurrent deviation	None of these
Price of computers is an example of_____	Increasing trend.	Decreasing trend.	Linear trend.	Constant trend.
Most unpredictable component of time series is_____	Trend	Seasonal	Random	All above
A series of values of a variate arranged as per _____ is called time series.	Alphabetical order	Geographical order	Historical order	Ascending order of magnitude
Least square method is used to compute_____	Secular trend	Nonlinear trend	Cyclical variation	Linear trend
The following changes in a time series are due to general tendency of data to increase or to decrease w.r.t. time.	Random Variations	Secular Trend	Both (a) and (b)	Random variations.
The value index number _____measures changes in level of consumption of quantity.	Always	Sometimes	Rarely	Never

If prices of two years P1, P0 and weights of commodities (W) are known, the following may be used to calculate price index number.	Weighted Aggregate Method	Weighted Average of Price Relatives Method	Both (a) and (b)	Cost of Living Index Number
The points to be considered while constructing price index number are _____	Selection of Commodities	Selection of Weights	Selection of Base Period	All of these
The following index number is used to calculate real wages/ incomes.	Wholesale Price Index Number	Cost of Living Index Number	Index Number of Industrial Production	Fisher's Index Number
Chain Base Index Number is based on _____.	Price Relatives	Link Relatives	Current year prices	Current year quantities
For a normal distribution, if σ is standard deviation, mean deviation =	σ	0.7979σ	2σ	0.6745σ
For a normal distribution with mean 120 and S.D 40, $P(X > 140)$ is equal to	$P(z > 0.5)$	$P(z < 0.5)$	$P(z = 0.5)$	$P(z > 1)$
For a normal distribution, area under the curve for $z = 0$ and $z = 1$ is 0.3413. Then $P(-1 < z < 0) =$	0.3413	0	0.1587	-0.3413
If X follows normal distribution with mean 100 and variance 120, mode is _____	120	100	10	20
Given $P(0 < Z < 1.85) = 0.4678$, the area to the left of $Z = 1.85$ is _____.	0.0322	0.4678	0.9678	0.5
For a Binomial distribution with parameters $n = 12$ and $p = 1/2$, $V(X) =$ _____.	6	3	12	10

complaints are attended within a day. If 8 complaints were received on a particular day, the probability that only 4 will be attended is _____.	0.1361	0.1631	0.6311	0.3611
Let X be the number of heads obtained in 40 independent tosses of a fair coin. Then X is a Binomial random variable with _____.	$n = 40, p = 0$	$n = 0.5, p = 40$	$n = 40, p = 0.5$	$n = 100, p = 0$
Binomial Distribution has _____ parameter/s.	one	two	three	four
For a Poisson Variate with parameter m, $P(X=0)$ and $P(X=1)$ are in the ratio 1: 3. Then $m =$ _____.	2	1	3	4