

Question	Option 1	Option 2	Option 3	Option 4
<b>BUSINESS MATHEMATICS</b>				
The simple interest at 6% on 50,000 for 7 years is _____	21,000	22,000	21,500	26000
what is the another word for interest rate ?	interest earned	annual percentage yield	annual percentage rate	principal
The current value of an annuity to be paid at equal time intervals at a specific rate of interest is known as_____.	Current value	Present worth	Immediate value	Annuity due
Depreciation is a process of _____	valuation	cost allocation	pricing	justification
Compound interest on Rs. 7500 at 4% per annum for 2 years, compounded annually.	610	612	614	616
In what time will Rs.1000 become Rs.1331 at 10% per annum compounded annually	2	3	4	5
If the cost function $C = X^2 + 5x + 200$ , Where x is number of units, then average cost function A.C at $x=20$ is	35	30	25	20
A dependent variable is variable	whose value can be depended upon	whose value does not depend upon the value of another variable	whose value depends on another vairable	constant
How many arrangements can be formed out of letters of the word CALCUTTA ?	2520	10080	5040	6000
How many different words can be formed with the letters of the word BHARAT?	180	240	300	360
If a task can be done in m ways and then another task can be done in n ways then the first task and the second task can be done in _____ ways.	mn	m+n	$m^n$	${}^mP_n$
For a matrix multiplication , the number of columns of the first matrix should be ----- number of rows of the second matrix.	less than	equal to	more than	square of
A matrix of order $n \times 1$ is called a ----- matrix.	row	column	unit	square
A square matrix whose non-diagonal elements are all zero and the diagonal elements are all equal is called -----.	scalar	square	diagonal	row
If rows and columns of a determinant are interchanged ,then its value ----- ----.	increases	decreases	remains unchanged	changes its sign
If two rows of a determinant are interchanged , then its value -----.	increases	decreases	does not change	changes its sign
If the order of matrix A is $m \times p$ and the order of matrix B is $p \times n$ , then the order of matrix AB is -----.	$m \times n$	$n \times p$	$m \times p$	$p \times n$

The Inverse matrix of a matrix A can be obtained only when -----.	A is a square matrix	A is a singular matrix	A is a non-singular matrix	A is a symmetric matrix
Inverse of a square matrix is possible only if its determinant is -----.	zero	non- zero	almost zero	nearest zero
If 2 rows or 2 columns of a determinant are equal then the value of determinant is -----.	zero	unity	double	same
A square matrix , having all non-diagonal elements zero and all diagonal elements with value 1 is called -----.	Scalar matrix	Diagonal matrix	Unit matrix	Square matrix
The determinant value of a 2 x 2 matrix and its transpose are -----.	the same	never the same	2 dimensional	3 dimensional
A and B are two matrices, such that both the products A.B and B.A are possible. If A is a 3 x 4 matrix then B must be a ----- matrix.	3 x 4	4 x 3	3 x 3	4 x 4
An identity matrix has all its diagonal elements -----.	0	3	2	1
If A is a m x n matrix and B is another matrix such that A + B is possible , then B must be a -----matrix.	m x m	n x n	m x n	n x m
A pair of equations to determine the value of 2 variables is called -----	simultaneous linear equations	paired equations	quadratic equations	simple equations
Which of the following matrix is called Leontief Matrix ?	$I + A$	$I - A$	$I \times A$	$I / A$
By changing the signs of all the elements of a matrix, we obtained	identical matrix	negative of a matrix	null/zero matrix	determinant of a matrix
If A and B are two matrices such that $A + B$ and $AB$ are both defined, then	A and B are two matrices not necessarily of same order	A and B are square matrices of same order	Number of columns of A is equal to the number of rows of B	$A = B$ .
If $y = \log x$ , then $\frac{d^2y}{dx^2}$ is ____.	$1/-x^2$	$1/x^2$	$-1/x$	$1/x$
The demand function of a commodity is $p=3+5D-D^2$ , where p is the price. Find average revenue when demand is 5 is----	6	4	10	3
If elasticity of demand is zero , then demand is said to be -----	perfectly elastic	inelastic	elastic	directly proportional to price
If $0 < \eta$ ( elasticity of demand) $< 1$ , the demand is said to be -----	inelastic	perfectly elastic	directly proportional to price	elastic

If $\eta$ (elasticity of demand) $> 1$ , the demand is said to be -----	inelastic	perfectly elastic	directly proportional to price	elastic
If the demand function is $D = 10 - 2p$ , where $D$ is demand and $p$ is price, find the elasticity of demand at $p = 2$	$2/3$	$1/3$	$1$	$1/4$
If the Revenue function is given by $R = D^2 - D + 10$ . Find the marginal revenue if the number of units demanded ( $D$ ) = 1.	$7$	$6$	$1$	$4$
If the Revenue function is given by $R = 10 D^2 + 10 D - 2$ . Find the marginal revenue if the number of units demanded ( $D$ ) = 20	$400$	$10$	$410$	$450$
$d/dx (x^{-5/4}) = \underline{\hspace{2cm}}$ .	$-9/4 x^{9/4}$	$-5/4 \cdot x^{-9/4}$	$-5/4 \cdot x^{-5/4}$	$-2/3 \cdot x^{-9/4}$
$d/dx \cdot (x^{9/5})$	$9/5 x^{4/5}$	$4/5 x^{9/5}$	$9/5 x^{9/5}$	$9/5 x^{5/9}$
If $y = u - v$ , and $y, u, v$ are functions of $x$ , then _____.	$Dy/dx = d^2u/dx - d^2v/dx$	$Dy/dx = u^3 \cdot du/dv - v^3 \cdot dv/du$	$Dy/dx = du/dx - dv/dx$	$Dy/dx = u \cdot dv/dx + v \cdot du/dx$
If $y = k \cdot u$ , where $u, v, y$ are function of $x$ and $k$ is a real number then _____.	$dy/dx = k \cdot d^2u/dx$	$dy/dx = k^2 \cdot du/dx$	$dy/dx = k \cdot du/dx$	$dy/dx = k/2 \cdot d^2u/dx$
The rate of change on 'y' with respect to a change in 'x', for the function $y = 3^x \log x$ is _____.	$3^x (-1/x^2 \log x)$	$3^x (1/x + \log x \cdot \log 3)$	$3^x (1/x + \log 3^2)$	$3^x + \log x \cdot \log 3$
Given $f(0) = 1, f(1) = 0, f(2) = 1, f(3) = 10$ , the values of $\Delta^2$ are	$2, 4$	$2, 8$	$2, 10$	$4, 8$
When the value of $x$ , for which $f(x)$ is to be calculated is nearer to the initial value of $x : x_0$ , it is better to use newtons following formula	forward difference interpolation formula	backward difference interpolation formula	any formula	no formula
newtons backward difference interpolation formula is more useful when the value of $x$ , for which $f(x)$ is to be calculated is nearer to	$x_0$ , first value of $x$	$x_n$ , last value of $x$	the middle value of $x$	any value of $x$
While finding the differences of two successive entries in the forward differences table, the upper number is always _____ the lowest number	added to	subtracted from	divided from	multiplied to
Interpolation has been described T.N. Thiele as "the art of reading between the lines of a _____"	paragraph	linear equation	difference	table
The relation between the operators $\Delta$ and $E$ is	$E = \Delta - 1$	$E = \Delta - 2$	$E = \Delta + 1$	$E = \Delta + 2$
The relation between the operator $\nabla$ and $E$ is	$\nabla = 1 - E^{-1}$	$\nabla = 1 - E$	$\nabla = 1 + E$	$\nabla = 1 + 2E$

For a polynomial $f(x)$ of nth degree in $x$ , the nth order finite differences $\Delta^n$ are	zero	negative	constant	positive
<b>BUSINESS COMMUNICATION</b>				
Most of the facilities have a _____ in training room	Overhead Projector	Underhead Projector	Computer	Laptop
Some presenters continue to _____ the overhead projector	Re-use	Misuse	Re-cycle	Unuse
Carry out a spell check on _____ when using an overhead projector	CD	Floppy	Transperancies	Pendrive
Donot overcrowd our _____ when using an overhead projector	CD	Floppy	Transperancies	Pendrive
Transperancy should be covered with a _____ paper	Transparent	Butter	Carbon	Opaque
Face the _____ not the screen while giving presentation on the overhead projector	wall	Audience	clock	floor
Place your screen on the _____ instead of directly behing you	Diagonal	Upside down	Straight	Reverse
Stand on _____ of the overhead projector while facing the audience	Back side	One Side	Front side	Opposite side
Keep spare _____ handy to prevent your OHP bulb to burn out	Money	Transparencies	Bulbs	Notes
A powerpoint presentation consist of _____	Slideshow	Transparencies	Notes	Stage show
A _____ presentation consist of slideshow	Excel	Powerpoint	Word	PDF
Preparing an _____ helps to conduct the meeting smoothly and according to plan	Resolution	Notice	Report	Agenda
The _____ makes official recording of the proceedings of the meeting	Secretary	Chairman	Participants	Employees
The _____ at a meeting are called resolutions	Objections taken	Decision taken	Points taken	Fines taken
At the end of the meeting, the _____ summarises what the group has achieved	Secretary	Members	Chairperson	Managers
A participant who comes prepared for the meeting is an/a _____ to the meeting	Liability	Trouble	Disturbance	Asset
_____ a speaker is rude behaviour	Interrupting	Supporting	Listening	Voting for
Besides the chairperson and the participants, the _____ too has a role to play	Employees	Secretary	Suppliers	Government
Resolutions are part of _____	Notice	Report	Agenda	News paper
The notice includes the _____, time and venue of the meeting	Problems	Preparation	Conduct	Date
The term _____ refers to processes, performance and alteration which happens inside the group	Group dynamics	Group discussions	Group achievement	Group performance
An ideal situation for reaching consensus would be to have group members who are _____ in thought	Different	Cohesive	Competitive	Offensive

Effective _____ of the group depend on the Proportion of the well defined roles members have in the group	Profit	Problems	Functioning	Situations
The success of the sales letter depends very much on the effectiveness of the _____.	Last line	Middle paragraph	Last paragraph	Opening paragraph
For arousing interest the writer must make use of several _____ such as appeal to wants, appeal to economy, appeal to the instinct of fear etc.	Psychological factors	Physical factor	Legal factor	Political factor
The purpose of promotional leaflets and Fliers is to increase brand awareness and to reach _____ by sending focused message through design,	Everyone	Target audience	Customer	To attract dealers
When the original sales letter with a particular approach fails to evoke response from the particular group of customers, a _____ approach may be adopted.	Different	Marketing strategy	Same	Difficult
In the AIDA formula, D stands for _____.	Delight	Demand	Desire	Difficult
_____ is called the king of the market because the existence and growth of business organizations depend upon the behaviour of the consumer.	Manufacturer	Wholesaler	Seller	Consumer
The purpose of consumer guidance is to make the consumers alert about the _____ and exploitation in the market.	Fake products	Malpractices	Sturdious product	Fake advertising
The consumer can seek Redressal if his rights are violated by _____.	Businessman	seller	Wholesaler	Retailer
The complaint before District forum, state commission or National commission must be filed within _____ from the date on which the cause of action has occurred.	Five	Four	Two	Three
_____ creates awareness of consumers legitimate rights.	Consumer guidance cell	Lawyers	Court	District forum
A consumer redress letter is drafted like any _____ letter.	Inquiry	Complaint	Sales	Order
Report does <b>not</b> contain _____	The Authority	A title page	A synopsis or summary	bulletin
F.I.R stands for	First Information Report	First Instruction Report	First Information Research	Final Investigation Research
Which among the following is not type of report on basis of nature ?	Fact finding report	Problem determining report	Technical report	Investigate report

Reports by committees are mostly written in the report form which is sometimes referred to as _____ form.	Schematic form	Simulation form	Formative form	Criterion form
Performance appraisal report provide _____ to employees on their own performance, data management and eligibility for promotion.	problems	initial evaluation	weakness	feedback
Based on the data, facts and information collected the report writers will draw definite conclusions which are called '_____ '.	findings	resources	analysis	procedure
Investigation reports are also known as _____.	routine report	Progress report	informal report	Interpretative report
Which of these is not mentioned in detailed report ?	Appendixes	acknowledgement	table of contents	Right choice of instruments
In a report which of these must be avoided.	Using passive sentence	Logical arrangement	Clarity and brevity	objectivity of recommendations
who defines a report as "a document, in which a given problem is examined for the purpose of conveying information, reporting findings, putting forward ideas and, sometimes, making recommendations.	British Association for Commercial and Industrial Education	UNESCO	Oxford University press	Kings college London
General ideas in brief forms indicates a _____ - .	Essay	Summary	Story	Tale
Summary excludes _____ information	Redundant	Relevant	Important	Required
Summary should be presented in a _____ sequence	Illogical	Irrational	Obscure	Logical
Avoid _____ language while writing a summary	Figurative	English	Proper	Literal
While writing summary one can omit _____	Comparisons	Grammar	Main Ideas	Topic
While writing summary writer should _____ his own opinions	Add	Give	Exclude	Express
<b>BUSINESS ENVIRONMENT</b>				
External factors affecting a business environment also be referred to _____ factors.	controllable	uncontrollable	relevant	global
Fiscal policy refers to the policy of government regarding taxation, public expenditure and _____.	policies	deposits	Public debt	investment
The micro environment consists _____.	Technological Environment.	Political Environment.	Economic Environment	Public, middlemen, consumers & competitors.
_____ is an unfavourable situation which results in risk to an organization.	Strength	Weakness	Opportunities	Threat

_____ are external favourable conditions, which enables organization to strengthen its present position.	Strength	Weakness	Opportunities	Threat
_____ fills the information gap.	Warehousing	Advertising	Transportation	Banking
_____ removes the difficulty of direct contact between the producer and the final customer.	Warehousing	Transportation	Mercantile Agents and Traders	Advertising
Which of the following role does a business play towards consumers?	Increase in profit	Build goodwill	Undertake social service	Improves standard of living
_____ is an outcome of changes in internal and external factors.	Risk	Profit	Communication	Service
_____ includes demographic environment.	Macro	Internal	External	Micro
_____ encompasses the 'climate' or set of conditions, economic, social, political or institutional in which business operations are conducted.	Political environment	Business environment	Technological environment	Economic environment
Which of the following is an important characteristic of business environment?	Environment is separable part of business	Environment is simple	Environment is dynamic	Environment is special
The _____ reflects vision and philosophy of the organization.	Mission statement	Value system	Resources	Relations
_____ implies course of action to defend oneself or to defeat competitors.	Relations	Strategy	Value system	Mission statement
_____ power in India is exercised by the the Parliament.	Legislature	Executive	Judiciary	Public
India is Known as the _____ hub of the world.	ET	CT	IT	TT
The Food Park recently inaugurated by _____.	Narendra Modi	Ram Nath Kovind	Pranab Mukherjee	Sushma Swaraj
Which of the following is a Microeconomic factor that influences the business?	Currency exchange rates	Competitors	Depression	Saving rates
Higher interest rates will lead to:	Increase in demand	Increase in employment	Fall in demand	Scarcity of raw material
_____, is the amount of money that an individual or household has to spend or save after income taxes have been deducted.	Professional tax	Commission	Disposable income	Bonus
_____ are taxes imposed on imported goods.	Professional tax	Income tax	Commission	Tariffs
Banking sector is one such sector that uses _____ to handle large volumes of business with the desired level of efficiency.	Technology	Legal environment	Competitive strategies	Information technology
A large disparity in income distribution promotes businesses dealing in _____.	Medicines production	Retail	Luxury goods	Dairy products
Which of the following is the function of the Executive in India?	Guardian of the constitution	Legislative function	Execution of instructions of Legislature	Electoral function

The Parliament consists of _____, the Rajya Sabha and the Lok Sabha.	the Chief Minister	the President of India	Sarpanch	Pradhan
To protect the customers government imposes guidelines of _____ on business in which they must display product information on packaging.	labelling	advertising	production	raw material purchases
The objective of corporate strategy should be to modify these _____ forces in a way that improves the position of the organization.	Competitive	Technology	Innovation	Environment
The threat of new entries will depend on the extent to which there are _____.	Barriers to entry	Substitute products	Bargaining power of suppliers	Bargaining power of Customers
_____ the ability of customers to put the firm under pressure, which also affects the customers sensitivity to price changes.	Bargaining power of suppliers	Bargaining power of services	Threat of new entrants	Bargaining power of Customers
Corporate Social responsibility towards Government are _____.	To protect the interest of the shareholders	To pay fair wages to employees	To provide after sale services	To pay taxes
17 Activities of CSR mentioned in Schedule _____ of the act.	IV	V	VI	VII
As per Sec 135 of the companies Act 2013 the threshold limit for applicability of the CSR to a company are which of the following _____.	Net Worth of the company to be Rs 1000 Cr. Or more	Turnover of the company to be Rs 500 Cr or more.	Net profit of the company to be Rs 5 Cr or more.	Net Worth of the company to be Rs 100 Cr. Or more
Corporate Social responsibility towards Consumers are _____.	To protect the interest of the shareholders	To pay fair wages to employees	To provide after sale services	To pay taxes
The _____ power is high if the buyer has many alternatives.	Buyer	Sellers	Manufacturer	Wholesaler
Inspite of the shortcomings GATT was largely accepted by countries. This was evident with the growing number of member nations, who account for _____ of the international trade.	80%	90%	60%	70%
The Uruguay Round was the _____ round of multilateral trade negotiations conducted within the framework of the General Agreement on Tariffs and Trade.	8th	9th	10th	11th
India has completed the complete terms of this transition period i.e. _____ to set up an IPR system in compliance with TRIPS	8years	7years	9years	10years
TRIMS are widely employed by _____ countries.	Developing	Foreign	Developed	Asian
Disinvestment of public sector is a measure adopted under _____	Globalization	Liberalization	Privatization	Domestic Taxation
Cancellation of export duty is a measure adopted under _____	Globalization	Liberalization	Privatization	Foreign policies
Export processing zones are primarily an _____ for investors but also provide employment for the host country.	Investment incentive	Counter trade	Exporting	Franchising



_____ spread out their operations in many countries sustaining high level o local responsiveness.	Multi National Corporation	Transnational Corporation	Domestic companies	Small cap companies
_____ have branches in other countries.	Multi National Corporation	Transnational Corporation	Domestic companies	Small cap companies
The acquisition of shares or other securities in an Indian company is called _____	Foreign Direct Investment	Foreign Institutional Investor	Domestic Institutional Investors	Retailing
The FDI limit in Petroleum and Natural Gas sector is _____	100%	50%	75%	25%
Which among the following is not a feature of globalization? _____	Advanced technology	Multiple units	Foreign Capital	Multiple Ownership
Which among the following is not a merit of MNC's? _____	Research & development	Export Promotion	Economic Development	Exploitation
Foreign Exchange Regulation Act was repleaced by _____.	Foreign Exchange Management Act	Research & development Act	Industrialization Act	Foreign Exchange Implementation Act
Which among the following is not an advantage of TNC's? _____	Profits exported abroad	Access to employment	Quality of life improved	more income to spend on infra
In _____, the orders by number of companies are consolidated in order to take advantage of bulk buying.	Countertrade	Piggybacking	Licensing	Export processing zone
<b>PRINCIPLES OF MANAGEMENT</b>				
Management is the art of getting things done through and with people in formally organised group. it is given by	Harold Koontz	George Terry	Mary parker Follet	Henri Fayol
Luther Gullik classifies the function of management as _____.	POSDCORB	POSTCOBR	POSBCORD	POSDCROB
_____ is an Occupation Carried on by professional people like doctors, lawyer,architects.etc	Profession	Art	Science	Planning
_____ refers to the study and analysis of the movements of an operator in performing a job	Work Study	Time Study	Fatigue Study	Motion Study
The first and foremost function of management is _____.	Planning	Organizing	Controlling	Co-ordination
Goal, aim, purposes, mission and target are also known as _____.	Objective	Strategy	Policies	Rules
The assumptions about future derived from forecasting and used in planning is known as _____.	Planning premises	Freehold premises	Business premises	Corporate premises
The top level executive plan for long term can be for a period of _____.	5 to 25 years	5 to 20 years	5 to 15 years	5 to 10 years

A budget is an estimate expressed in _____.	Numerical term	Symbolic term	Alpha-numerical terms	Staffing
All successful organisation should follow the well-established _____.	Principle of management	Process of management	Business management	Social management
Unity of command principle suggests that an employee should get orders from _____ superior only	Two	One	More than two	Higher
Each and every manager at all levels has to report to _____ authorities.	Higher	Lower	Board of directors	Middle authority
_____ are not used for planning non repetitive activities	Rules	Projects	Budgets	Standards
KRA refers to _____	Key Reporting Areas	Key Refining Areas	Key Result Areas	Key Reach Areas
_____ technique involves creating an unfamiliar picture of a familiar situation / problem	Gordon	Delphi	Quality Circles	Brainstorming
The base of decision tree is called the 'decision point' and is shown by _____	circle	triangle	rectangle	square
Single use plans are used for a _____.	Repeated	Specific activity	Routine	Regular
_____ is a plan which expresses the anticipated results in numerical terms.	Budgets	Schedules	Project	Programmes
_____ is a single use plan.	Mission	Vision	Goals	Project
The decision taken by lower-level management is a _____.	Programmed Decision.	Non-Programmed Decision.	Major Decision.	Minor Decision.
_____ is a method of decision making that proceeds along empirical lines, using rules of thumb, to find solutions.	Brainstorming Technique	Nominal Group Technique	Delphi Technique	Heuristic Technique
_____ is a type of Standing Plan	Budget	Schedule	Project	Strategy
_____ is a type of Single use Plan	Mission	Objective	Policy	Budget
_____ are single use plans designed to accomplish a specific objective.	Policy	Goal	Objective	Programme
A consumer durables company selling goods on installment basis on the assumption that people can regularly pay in installments rather than in lumpsum at one time is an example of _____ technique.	Brainstorming Technique	Nominal Group Technique	Heuristic Technnique	Delphi Technique
The term "organisation" is derived from the word _____.	organising	organism	organ	organic
The _____ executives are concerned with the execution of plans and policies.	Functional	Matrix	Line	Staff
The _____ aspects of organization display creation of hierarchy of superiors and subordinates.	classical	nominal	horizontal	vertical

The process whereby a manager shares his work and authority with his subordinates is _____.	Planning	Responsibility	Delegation	Decision making
_____ facilitates maintenance of equipment and also meets high cost of installation.	Allocating duties	Division of work	Optimum use of technology	Stimulating creativity
Organisational structure usually takes the shape of a _____	circle	rectangle	pyramid	rhombus
In line and staff organisation, the line executives are the _____	strategists	intellectuals	doers	thinkers
_____ does not mean surrender of authority by the higher level manager.	decentralization	delegation	division	centralisation
_____ comes into being from the superior subordinate relationship.	Authority	responsibility	planning	controlling
If actual span of control is too large then _____ will be difficult and the control will be ineffective.	Personal planning	Personal staffing	Personal co-ordination	Personal supervision
A _____ span of control results in tall span of control.	Wider	Narrow	Broad	Unrestricted
Span at lower level of management is _____ than at higher levels because top level executives have to spend comparatively more time and effort in planning and less time is available for direct supervision.	Wider	Small	Tapered	Narrow
_____ is the systematic and consistent reservation of authority at central points within the organisation..	Decentralisation	Centralisation	Division	Severance
Right directing helps to cut _____.	morale	cost	absenteeism	stock
_____ is the managerial task of observing subordinates at work to ensure that they are working according to plans and policies .	Motivation	Controlling	Supervision	Directing
A leader has no _____ right .	formal	social	economical	informal
_____ leader have extraordinary honesty and lead with big heartedness .	Servant	Boss	Referent	charismatic
_____ improves the job attitude of the subordinates.	Functional	Institutional	Democratic	Autocratic
_____ is a systems theory .	Directing	Planning	Controlling	Co-ordination
_____ is the result of absence of coordination	power	order	chaos	clarity
Planning is said as " looking ahead", controlling is said to be _____.	Looking frontwards	Looking back	Looking forward	Looking forth
The biggest boon for the organisation that address green issues apart from the intrinsic benefit of looking after the environment is _____ and _____.	Improve sales & resources	Improve Machines & Profit	Improve Employee & machine	Improved brand & company image

Which of the following argument can be considered as a reason for the corporations to discharge social responsibility?	Increased cost	Less Governmental Interventions	Less Competition	Increasing dominance by business
_____ is love for mankind.	Philanthropy	Hostility	Biography	Misanthropy
Efficiency is the relation between _____ to cost .	Initiative	Skill	Returns	Effectiveness
<b>INDUSTRIAL LAW</b>				
The Industrial Disputes Act, 1947 makes provisions for the investigation and settlement of _____	Industrial Dispute	Co-operative Dispute	Matrimonial Dispute	Consumer Dispute
_____ means Court of Inquiry constituted under the Industrial Dispute Act.	Appropriate Government	State Government	Central Government	Court
Any Postal, telegraph or telephone service means _____	Private Utility Service	Public Utility Service	Public Issue	Private Placement
Under the Industrial Dispute Act, Wages Includes _____	Food Concession	Free Holiday	Any Movie Ticket	Any Travelling Concession
As per Industrial Dispute Act, any person including an apprentice employed in any industry to do any manual, unskilled, skilled work for hire or reward means _____	Principal	Master	Employee	Workman
Under Industrial Dispute Act, the works committee shall consist of representatives of employer and _____	Members of Company	Member of Co-operative Society	Political Party	Workman
Under Industrial Dispute Act, The person is deemed to be a public servant within the meaning of Section 21 of Indian Penal Code, 1860 is _____.	conciliation officer	Trustee	director of the company	chief minister
The registration of a trade union under _____ is valid	Societies Registration Act 1860	The Co-operative Societies Act 1912	The Companies Act 1912	The Trade Union Act, 1926
Which among the following is not a benefit of Registered Trade Union? _____	It can acquire and hold movable property	It can sue in its own name	It can acquire and hold immovable property	It can indulge in violent strikes
Every application for registration of a trade union shall be made to the _____	Registrar	Appropriate Government	Additional Registrar	Inspector
The payment of minimum subscription by members of the Trade Union shall be minimum _____ per annum for workers from unorganized sectors	Re.1	Rs.12	Rs.3	Rs.10
In case of unorganized sector, at least _____ of the total number of office bearers of the registered Trade Union shall be persons actually engaged or employed in an industry with which the Trade Union is connected.	1/2	1/4	1/3	1/5

Which among the following is a fund of the Trade Union?	Funds for political purpose	Religious Fund	Advertisement fund	Personal Funds
Occupier means a person who has	ownership of the factory	contract with the factory owner	directorship of the factory	ultimate control over the affairs of the factory
For protection of eyes, the employed person shall be provided with _____	spectacles	goggles	eye check-up	eye drops
Creches should be provided in a factory where more than _____ women workers are ordinarily employed.	10	15	20	30
Which of the following is not a factory?	Firecrackers industry	Saltpans	Hotels	Bread industry
Certifying surgeons are appointed by the _____	Central Government	State Government	Inspectors	Occupier
The occupier has to send ____ days notice to the Inspector before occupying or using the premises as factory.	10	15	20	21
A child means a person who has not completed his ____ years of age	15th	18th	21st	20th
For Workmen Compensation Act _____ is in second category of dependent	sister	major child	brother	niece
Compensation in case of death shall be _____ % of wages multiplied by relevant factor	50	65	15	45
The _____ government has powers to make changes in compensation for workers	state	central	local	tribunal
Doctrine of _____ means the employee knew about the dangerous condition	contribution	assumed risk	payment	simplicity
A _____ is not in the second category of dependent under workmen compensation act	sister	brother	widow	major child
Who is an 'exempted employee' under the Employee's state Insurance Act, 1948?	Employee who is minor	Employee who is not liable to pay the employee's contribution	Employee who has given in writing to exempt himself	Insured employee
ESI act is applicable to non-seasonal factories working with the aid of power employing _____ persons	10 or more	20 or more	5 or more	25 or more

Under ESIC Act, which of the following person will be disqualified for being chosen as being a member of the corporation, standing committee or medical benefit council : 1) if he is undischarged insolvent 2) if he is declared to be unsound mind by a competent court 3) if he is shareholder or a partner of the company.	1),2) and 3)	1)and 2)	2) and 3)	1) and 3)
Under ESI act, an amount of Rs._____ is payable to the dependants or to the person who performs last rites of the deceased insured person	15000	4000	3000	2000
How many minimum employees are required for factories using power for coverage under ESI Act?	5	10	15	20
The _____ shall bear the expenses for remitting the contributions to the ESI Corporation	Bank	employee	employer	agent
Provident Fund act is applicable to an establishment engaged in any industry specified in _____	Schedule II	Hazardous Industries List	Schedule IX	Schedule I
The Employees State Insurance Act was passed in the year_	1923	1948	1956	1947
The amount received by way of Provident Fund contributions is to be issued by the Board of Trustees in accordance with the _____ means the owner or occupier of the factory.	Investment pattern	Selling pattern	Manufacturing pattern	Production pattern
Minimum _____ persons must be employed in as establishment for the applicability of the PF act.	Trader	Customer	Agent	Employer
Minimum _____ persons must be employed in as establishment for the applicability of the PF act.	15	20	35	50
If the employee decides to increase his contribution rate above the prescribed rate, the employer's contribution _____	will also increase at the same rate	will be decreased depending on the extent of increase	shall not exceed the given rates	will be cancelled
The maximum pensionable salary is limited to Rs._____/ - per month	6000	15000	50000	1 lakh
Under the Payment of Wages Act, 1936 the maximum limit on deductions should not ordinarily cross	50 percent generally and 65 percent in case of payments due to the cooperatives	60 percent generally and 75 percent in case of payments due to the cooperatives	50 percent generally and 75 percent in case of payments due to the cooperatives	40 percent generally and 75 percent in case of payments due to the cooperatives
According to Payment of wages Act, the maximum wage period or payment of wages to employees by employer should not exceed _____	45 days	15 days	30 days	60 days
Which of these deductions is not authorised by the Payment of Wages Act?	Deduction for Fines	Deduction for payment of Income tax	Deduction for Payment of insurance	Deduction for payment of uniform and property

Which section of the Payment of Wages act covers deduction for damage or loss?	Section 10	Section 9	Section 12	Section 7
_____ of the available surplus is to set aside towards allocable surplus for Indian companies	40%	50%	60%	75%
_____ means any corporate established by or under any Central, Provincial or State Act but does not include a company or a co-operative society.	Company	Establishment	Corporation	Authority
Which among the following is not a reason for disqualification for bonus? _____	Fraud	Riotous behaviour	theft	Employee was in continuous service for only 30 days during the year.
With a view to maximise bonus earnings, the Payment of Bonus Act has increased the wage ceiling for calculation of Bonus to _____	₹ 5,000	₹ 7,000	₹ 21,000	₹ 25,000
Under Payment of Gratuity act, if the employer does not take any action on the application, the employee has to apply to the _____.	Works Committees	controlling authority	State Government	Central Government
Under the payment of Gratuity act, Every inspector shall be deemed to be a public servant under the meaning defined in the _____.	Indian Penal Code, 1860	Civil Procedure Code 1908	Cooperative Society act, 1960	Negotiable Instrument Act, 1881
Under the payment of Gratuity act, nomination made in favor of a person who is not a family member is _____	lawful	legal	void	voidable
Under the payment of Gratuity act, the legal heir has to apply in Form _____ ordinarily within 1 year from the date the gratuity becomes payable.	H	K	I	L
<b>FOUNDATION COURSE II</b>				
_____ means integrating the national economy with the world economy.	Globalisation	Privatisation	Socialisation	Liberalisation
_____ is the integration of economies and societies.	Liberalisation	Privatisation	Globalisation	Socialisation
_____ means elimination of the control of state over economic activities.	Privatisation	liberalisation	Globalisation	upliftment
The ministry of environment and forest has created information system called _____.	EIS	GIS	GPS	NIS
Liberalisation is based on _____ ideas.	Capitalist	Socialist	Communist	Nationalist
_____ involves selling state-owned assets to the private sector.	Liberalisation	State selling	Privatisation	Globalisation

The term _____ is also used to refer to the convergence engines of audiovisual and telephone network through a single cabling or link system.	TCI	CIT	ICT	IIT
Sociologists Martine Albrow and _____ define globalisation.	Roland Robertson	Elizabeth king	Mr.Manmohan singh	Mr.Rajiv Gandhi
_____ refers to the process wherein there is reduced involvement of the state or the public sector in the economic activities and increase in the role of privatisation sector.	Privatisation	Globalisation	Socialisation	Liberalisation
The "Disinvestment" is the opposite of the term _____.	Dereservation	Investment	Measures	Privatisation
_____ smile even if the situation is causing them pain & distress.	Subject-changers	Feeling swallowers	Attackers	Avoiders
_____ cannot keep their feelings to themselves.	Addressors	Avoiders	Concealers	Attackers
A _____ is a situation when the interests, needs, goals or values of involved parties interfere with one another.	Conflict	Mediation	Frustration	Stress
_____ refers to physical or mental withdrawal from the conflict.	Smoothing	Avoiding	Forcing	Confronting
The first person who developed comprehensive theory of human right was British Philosopher	Hammurabi	John Locke	Hammurabi Grotius	Jean - Jacques Rousseau
_____ is the first philosopher to use the term Human right	Jeremy Bentham	John Locke	SumGrotius	Thoreau
The Magna Carta was signed in _____	1215 AD	1216 AD	1217 AD	1218 AD
The UDHR was developed by the General Assembly on 10 December 1948 at its meeting in _____	Paris	London	France	Geneva
_____ drafted the American Declaration of Independence.	Hobbes	Locke	Grotius	Jefferson
The _____ convention created provisions for the treatment of sick and wounded soldiers	Geneva	Paris	London	France
Natural Rights are transformed into civil rights through _____	God's message	Social Contract	Government's Decision	Private Decision
According to Jeeremy Bentham, _____ law makes rights real.	Positive	Negative	Neutral	Common Negative
_____ is not a Social Contract theorist.	Jeremy Bentham	John Locke	Thomas Hobbes	Tho,as Thoreau
Which of the following is a natural element of the environment?	flora	buildings	transport	factory
Which of the following is a man-made element of the environment?	flora	transport	fauna	soil
_____ is the solid rocky crust covering the entire planet.	hydrosphere	biosphere	lithosphere	atmosphere
_____ is inorganic and is composed of minerals.	atmosphere	hydrosphere	biosphere	lithosphere
The _____ is composed of all of the water on or near the earth.	hydrosphere	biosphere	lithosphere	atmosphere
_____ % of the earth's water is in the oceans.	76	97	83	69



Oceans, seas, rivers, lakes, ponds, streams, etc form a part of the _____	biosphere	lithosphere	hydrosphere	atmosphere
The _____ is composed of all living organisms.	biosphere	lithosphere	atmosphere	hydrosphere
The _____ overlaps, connects and influences all other spheres.	hydrosphere	biosphere	lithosphere	atmosphere
_____ are people who take the initiative to address the conflict and try to resolve it.	Attackers	Addressors	Avoiders	Concealers
_____ is not a type of concealer.	Feeling swallows	Avoiders	Attackers	Subject-changers
_____ don't believe in taking risk.	Addressors	Attackers	Confronters	Concealers
First-steppers are those who believe that some trust has to established to settle a _____.	Conflict	Stress	Frustration	Mediation
_____ occurs when a person does not know what he is supposed to do on the job	knowledge	profesionalism	experience	Role ambiguity
_____ means pre-judgement	Prejudice	Ethics	values	aggression
The _____ stressors are also called as personal stress	organizational	Individual	society	Strategic
Eustress is also known as _____ stress	negative	neutral	positive	objective
School, workplace and religious institution are _____ agents of socialization	regional	experience	objective	secondary
Aggression is usually a response to a perceived or genuine threat to oneself or upon one's vital _____.	Self-interest	other-interest	Country- interest	relative- interest
In _____ people generally develop negative feeling of the opposite side	hypo stress	prejudice	regional	frustation
Basic human values help to improve standard of _____ in the society	conflict	eustress	living	friends
_____ is the most important and crucial institution of socializing a child	organisation	garden	grounds	family
Ethics and _____ are closely connected	truth	violence	human rights	ecology
Under _____ need a person feels that he should accomplish something in his life	Self actualization	Safety	Social	Esteem
Different people react differently to the _____ conflicting situation.	same	varying	dissimilar	another
Which of the following is not the reason for creating conflict in the workplace?	Supportive organizational climate	Personality Difference	Incompetent Managers	Limited resources
_____ is one of the biggest cause of stress at work, school and home.	Assertive communication	Poor communication	Visual communication	Verbal communication
<b>PRINCIPLES OF MARKETING</b>				

_____ is the base of marketing, it supports marketing activities by distributing goods and services produced.	production	branding	labelling	diffentiation
Marketing links producers and consumers together for _____.	selling goods	distributing goods	mutual benefits	individual benefits
_____ is the most important factor in the whole marketing process.	seller	wholesaler	retailer	customer
The specific satisfier that an individual looks for defines the _____.	needs	wants	expectations	demands
_____ is an integrated approach where attention is given to different elements of marketing.	Societal marketing	Relationship marketing	Holistic marketing	Social Marketing
_____ coined the term marketing mix and described marketing manager as mixer of ingredients.	James Culliton	Peter Drucker	Jerome McCarthy	Philip Kotler
Market demand, market competition, consumer psychology, availability of substitutes are factors which need careful consideration while fixing _____ of a product.	Brand name	Package	Price	Promotion
_____ is a place where sellers and buyers meet for exchange of goods and services against value of the goods.	website	mobile app	market	shop
The essence of marketing is a _____, an exchange intended to satisfy human needs and wants.	possession	transaction	conversion	intension
4 Ps of marketing, namely product, price, place and promotion are _____ variables.	dynamic	controllable	uncontrollable	static
The specific satisfier defines the _____.	needs	wants	exchanges	interests
_____ includes personal selling.	marketing mix	price mix	promotion mix	place mix
Holistic marketing concept implements marketing _____.	policies	programmes	budget	expenses
Marketing regulates _____.	pricing	exchange	competition	products
Fixing customer cost is highly _____ decision.	pleasing	economical	risky	affordable
4 Cs of marketing includes _____.	customer convenience	customer preference	customer choice	customer interest
_____ classified the marketing mix variables in 4Ps, product, price, place and promotion.	James Culliton	Peter Drucker	Jerome McCarthy	Philip Kotler
Marketing is both an “art” and a “science” there is a constant tension between the formulated side of marketing and the _____ side.	behaviour	creative	management	selling
Which of the following refers to marketing channel?	Integrated Marketing Communication	Distribution	Marketing Myopia	Retailing
_____ information is first-hand data gathered from original sources.	Primary	Secondary	Qualitative	Quantitative

_____ is a psychologically-based study of how individuals make buying decisions.	Consumer behavior	Sale research	Packing Research	Pricing research
_____ is influence by Social factors such as social status, reference groups and family.	Consumer behavior	Place	Production	Design
A Shoe marketer is planning to launch an existing brand name into a new product category. Which brand development strategy is being implemented?	Brand bonding	Brand extension	Brand experience	Brand dilution
Group of products into several homogenous groups on the basis of their common characteristics is known as	Tagline	Grade labeling	Trademark	Grading
The process of personal selling ends in _____.	Pre approach	Prospects and Qualifying	Closing	Follow up
In _____, the firm charges moderate/low price for high quality.	Premium pricing	High Value Pricing	Low Value Pricing	Inferior
The Internal factors influencing pricing are _____.	Demand	Competition	Objectives of firm	Consumers
The External factors influencing pricing are _____.	Costs	Consumers	Corporate Image	Product
In _____ pricing strategy , a Low price is charged when a product is launched in the market.	Skimming	Penetration	Standard	Mark up
The major advantage of personal selling is _____.	Targeted message	More sales	More reach	More message
MPR stands for _____.	Market price relations	Marketing public Relations	Media Public relatedness	Marketing personal relatedness
3 PL stands for _____	Third Party Location	Third Party Logistics	Third Points Logistics	Third Points Location
Which among these is concerned with pricing policies for late entrants to a market.	Market penetration	Marketing research	Market skimming	Marketing skills
According to which “an interacting, continuing future-oriented structure of people, equipment and procedure design to generate and process an information flow.”?	MIS	IMC	CRM	VCM
Multi Channel Marketing uses _____ marketing chhannels to reach a customer.	Same	similar	different	single
Which thing will make the project more attractive while evaluating a new development project using net present value analysis?	Market penetration	Sequential product development	Idea generation	Continuous improvements
Using established brand name of two different companies on the same product is called	License brand	Co-branding	Manufacturer’s brand	Private brand

_____ is the process of finding and fixing the complete identification of any product.	Marketing	Selling	Branding	Product mixing
The brands image includes two aspects of a brand- one is association and second_____	Awareness	Personality	Labeling	Packaging
The internet was created as a part of _____ government project	U. S	America	Japan	Chain
In _____ WWW now commonly referred to as web was developed	1985	1986	1987	1989
The cost of internet marketing is very _____	Low	High	Midim	No one
Twitter are text based post of upto _____ characters displayed on the authors	110	120	130	140
Under _____ strategy a product is associated with a user	Product class	Product user	Product use	Division
Positioning is a _____ for the brand	Platform	Foundation	Basis	Niche
What is the check effectiveness of marketing campaign	C2C marketing	B2B Marketing	B2C Marketing	C2B Marketing
Product class strategy presents substitutes to satisfy some specific _____ needs	Consumer	Business	Market	Menegar
Web provides access to a portion of the larger _____	Internet	Profit	Risch	Production