

EMPLOYABILITY SKILLS – Semester 2 Module 1. Entrepreneurship skills

Reviewed and updated on: 01st November 2019 Version 1.0

1 A person who is associated with the starting of business is called.....

- A merchant
- B entrepreneur
- C businessman
- D sales executive

Ans : B

2 As compared to small scale business, large scale business require.....

- A less no. of persons
- B less no. of capital
- C more no. of person
- D small machines and tools

Ans : C

3 Entrepreneurship is also termed as....

- A investor
- B employer
- C self employment
- D employment seeker

Ans : C

4 For medium manufacturing enterprises, the investment in plant and machinery is between....

- A 10 Lakhs to 2 Crores
- B 25 Lakhs to 5 Crores
- C 2 Crores to 5 Crores
- D 5 Crores to 10 Crores

Ans : D

5 In "SWOT" analysis, "S" stands for.....

- A Success
- B Strength
- C Survey
- D Service

Ans : B

6 In an economic growth, role of entrepreneur is to.....

- A generate unemployment
- B stagnate standard of living
- C improve per capita income
- D unbalance the regional development

Ans : C

7 In SWOT analysis which pair is helpful?

- A Strengths, Weakness
- B Strengths, Opportunities
- C Threats, Weakness
- D Threats, Opportunities

Ans : B

8 Money invested in purchasing of raw materials, payment of wages and salaries, rental, electricity etc comes under.....

- A working capital
- B fixed capital
- C long term capital
- D capital income

Ans : A

9 MSME stands for.....

- A Micro, Scale and Medium Enterprises
- B Macro, Small and Medium Enterprises
- C Micro, Small and Medium Enterprises
- D Minor, Small and Medium Enterprises

Ans : C

10 Paid form of ideas, goods and services are called.....

- A publicity
- B goodwill
- C public relation
- D advertisement

Ans : D

11 The enterprises engaged in the production of goods is known as.....

- A manufacturing enterprise
- B service enterprises
- C micro enterprises
- D macro enterprises

Ans : A

12 The expansion of GDP is.....

- A Gross Domestic Product
- B Godown Demand Product
- C Grand Demand Product
- D Giant Domestic Product

Ans : A

13 The expansion of SIDO is.....

- A Small Industries Development Organization
- B Small Income Development Organization
- C Small Investment Development Organization
- D Standard Industry Development Organization

Ans : A

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14 What approach is used to gain access to foreign markets and quickly promote an organizations interest?

- A Licensing
- B Collaboration
- C Joint venture
- D Technology transfer

Ans : C

15 Which investment is considered for deciding the status of manufacturing enterprises?

- A Working capital
- B Building and land
- C Plant and machinery
- D Salary of employees

Ans : C

16 Which one is a correct channel through which marketers can reach customers?

- A Manufacture -> Retailer -> Wholesaler -> Customer
- B Manufacturer -> Customer -> Retailer
- C Manufacturer -> Retailer -> Customer
- D Manufacturer -> Retailer -> Customer -> Wholesaler

Ans : C

17 Which one is a web based accounting

- A software designed for modern business?
- B BUSY
- C TALLY
- D WINGS

Ans : C

EMPLOYABILITY SKILLS – Semester 2 Module 2. Productivity

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1 During using ATM, Authentication is provided by customer by entering.....

- A cash
- B IFSC
- C PIN
- D KYC

Ans : C

2 Expansion of ATM is.....

- A Asynchronous Teller Machine
- B Automated Teller Machine
- C Automated Time Machine
- D Autonomous Time Machine

Ans : B

3 Low productivity will lead to

- A job security
- B political stability
- C decrease in GDP per capita
- D increase in GDP per capita

Ans : C

4 Production is defined as a ratio of

- A output / input
- B input / output
- C output / skill of workmanship
- D input / skill of workmanship

Ans : A

5 Productivity is defined as the ratio of

- A output /input
- B input / output
- C output / skill of the workmanship
- D input / skill of the workmanship

Ans : A

6 The expansion of ATM is

- A Automated Tune Machine
- B Automated Teller Machine
- C Asynchronous Teller Machine
- D Asynchronous Time Machine

Ans : B

7 the process used by a business to verify the identity of their client is.....

- A GDP
- B KYC
- C ATM
- D TFP

Ans : B

8 What is the advantage of automation?

- A Reduced operation time
- B High initial cost
- C Unpredictable development cost
- D Security threats

Ans : A

9 What is the unemployment rate if there are 125 million people in the labor force, 100 million people employed and 25 million are not?

- A 25%
- B 20%
- C 17%
- D 15%

Ans : B

10 Which market determines the real wages and employment?

- A Capital market
- B Labour market
- C Money market
- D Goods market

Ans : B

11 Which one is used to measure the economic performance of a whole country or region?

- A KYC
- B GDP
- C TFP
- D ATM

Ans : B

12 Which one of the following is NOT a category of pure risk?

- A Property risk
- B Technology risk
- C Liability risk
- D Personnel risk

Ans : B

13 Which one of the following is NOT an objective of incentive?

- A Improved quality
- B High cost of production
- C High output
- D Reduced waste

Ans : B

EMPLOYABILITY SKILLS – Semester 2 Module 2. Productivity

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14 Which one of these documents is NOT acceptable for fulfilment of KYC norms?

- A** Voter ID card
- B** Ration card
- C** Residential certificate
- D** Income certificate

Ans : D

15 Which stage is a period of rapid revenue growth?

- A** Growth stage
- B** Maturity stage
- C** Decline stage
- D** Introduction stage

Ans : A

EMPLOYABILITY SKILLS – Semester 3. Occupational safety

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1 ABC of first aid stands for _____

- A Airway, Bleeding and Circulation
- B Airway, Breathing and Circulation
- C Airway, Bleeding and Compression
- D Airway, Breathing and Compression

Ans : B

2 At what decibels, sound becomes hazardous noise pollution?

- A Above 30
- B Above 80
- C Above 100
- D Above 120

Ans : B

3 Earthquake is measured with an instrument called _____

- A telegraph
- B seismograph
- C oscillograph
- D bar graph

Ans : B

4 Head protection is done through _____

- A helmet
- B goggles
- C gloves
- D mask

Ans : A

5 In firefighting method 'Starvation' is _____

- A limitation of oxygen
- B pouring water
- C elimination of fuel
- D reduction of temperature

Ans : C

6 On the job injuries and illness, cost money time & effort. What is the most practical way to manage these losses?

- A Make sure safety is part of labor contracts
- B Aggressive claims handling
- C Good insurance coverage
- D Effective safety and loss control program

Ans : D

7 Ozone layer is made up of _____

- A one oxygen atom
- B two oxygen atoms
- C three oxygen atoms
- D four oxygen atoms

Ans : C

8 The reprocessing of discarded materials into new useful products is called _____

- A reuse of waste material
- B recycling of material
- C management of solid waste
- D reduction in use of raw material

Ans : B

9 The study of living things in relation to their environment is called

- A ecosystem
- B economics
- C ecology
- D eclogue

Ans : C

10 The three R's to save environment are

- A Reserve, Reduce, Recycle
- B Reuse, Reserve, Reduce
- C Reserve, Reuse, Reduce
- D Reduce, Recycle, Reuse

Ans : D

11 Vibration and radiation comes under _____

- A chemical hazards
- B physical hazards
- C electrical hazards
- D psychological hazards

Ans : B

12 Which one is a man induced hazards?

- A Landslide
- B Cyclone
- C Volcano
- D Earth quake

Ans : A

13 Which one is a non-renewable energy resource?

- A Solar
- B Coal
- C Methane
- D Hydroelectric

Ans : B

EMPLOYABILITY SKILLS – Semester 3. Occupational safety

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14 which one is an unsafe condition for work?

- A** Oily floor
- B** Good light
- C** Proper tools
- D** Adequate ventilation

Ans : A

15 which one is an unsafe condition for work?

- A** Good light
- B** Proper tools
- C** Adequate ventilation
- D** Which factor is NOT concerned with occupational health and safety?

Ans : A

16 Which one is the main greenhouse gas responsible for global warming?

- A** Hydrogen
- B** Oxygen
- C** Nitrogen
- D** Carbon dioxide

Ans : D

17 Which one of the following is NOT an ergonomic hazard?

- A** Awkward position
- B** Poor housekeeping
- C** Emotional disturbances
- D** Wrong layout of machinery

Ans : C

18 Which one of the following is not part of 3 R's?

- A** Reduce
- B** Recycle
- C** Regenerate
- D** Reuse

Ans : C

EMPLOYABILITY SKILLS – Semester 4. Labour welfare legislation

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1 As per factories act, 1948 canteen should be provided in the factory if, workers are more than.....

- A 100
- B 250
- C 500
- D 1000

Ans : B

2 Under factories Act, the restriction on working time of women is.....

- A before 5 AM and beyond 7 PM
- B before 6 AM and beyond 7 PM
- C before 6 AM and beyond 8 PM
- D before 7 AM and beyond 8 PM

Ans : B

3 Under Factories Act, the workers weekly hours should not exceed more than.....

- A 60 hours
- B 50 hours
- C 48 hours
- D 40 hours

Ans : C

4 What is the expansion of ILO?

- A International Labour Organization
- B Indian Labour Organization
- C Indian Labour Occupation
- D International Labour Occupation

Ans : A

5 What is the minimum percentage of employee's contribution from the basic salary, as per EPF Act, 1962?

- A 8.50%
- B 9%
- C 12%
- D 12.50%

Ans : C

6 Which amount does include in "wages" amount as per payment wages Act?

- A Dearness allowance
- B Any travelling allowances
- C Any remuneration payable in respect of overtime
- D Any remuneration payable under any award

Ans : A

7 Which factor is NOT concerned with occupational health and safety?

- A Safety
- B Health
- C Welfare
- D Salary

Ans : D

8 Which one of the following is an air pollutant?

- A Oxygen
- B Nitrogen
- C Carbon dioxide
- D Carbon monoxide

Ans : D

9 Which scheme of Act provides health insurance requirements for workers?

- A Factories Act
- B Plantation Labor Act
- C Employee's Compensation Act
- D Employee's state Insurance Act

Ans : D

EMPLOYABILITY SKILLS – Semester 5. Quality tools

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1 Fishbone chart is also called as.....

- A cause and effect diagram
- B scatter diagram
- C control chart
- D histogram

Ans : A

2 In PDCA cycle, 'P' stands for

- A Process
- B Plan
- C Problem
- D Procedure

Ans : B

3 The expansion of QMS is.....

- A Quality Management Standard
- B Quality Measurement Standard
- C Quality Measurement System
- D Quality Management System

Ans : D

4 The PDCA means.....

- A Plan, Develop, Control, Act
- B Plan, Do, Check, Act
- C Plan, Develop, Check, Act
- D Plan, Do, Control, Act

Ans : B

5 Total number of popular quality tools are....

- A 9
- B 8
- C 7
- D 6

Ans : C

6 What does "SERI" stand for?

- A Sorting out
- B Self-discipline
- C Standardization
- D Systematic arrangement

Ans : A

7 What is the function of "Histogram" in Quality tools?

- A Narrow down the problem area
- B Effect of discrete causes
- C Indicates shape of distribution
- D Assess factors for problem

Ans : C

8 What is the last step in ISO 9001 registration?

- A Corrective and preventive action
- B Internal audit
- C Management review meeting
- D Certification and audit

Ans : D

9 What is the name used for word "waste"?

- A MUDA
- B MURA
- C MURI
- D MUSA

Ans : A

10 Which formula is correct to quantify the quality

- A $Q = P/Q$
- B $Q = Q/E$
- C $E = E/P$
- D $P = Q/P$

Ans : A

11 Which one is NOT a basic tool used in quality circle?

- A Histogram
- B Pareto chart
- C Check sheet
- D Torque wrench

Ans : D

12 Which one is NOT the certified ISO standard?

- A ISO 9010
- B ISO 9001
- C ISO 9002
- D ISO 9003

Ans : A

13 Which one of the following is not the characteristics of quality?

- A Quality control
- B Quality of design
- C Quality of assurance
- D Quality of non- conformance

Ans : D

14 Which statement of quality was stated by quality guru Dr. J. M. Juran?

- A Quality should be aimed
- B Quality is fitness for use
- C Quality is value for money
- D Quality is conformance to requirement

Ans : B

EMPLOYABILITY SKILLS – Semester 1 Module 1 English Literacy

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- 1 A resume should be _____
A short and precise
B fancy and colourful
C having long and detailed information
D having acronyms and abbreviation

Ans : A

- 2 A written description of duties and responsibilities to be carried out in a job is called _____

- A CV
B job description
C resume
D job application

Ans : B

- 3 A written description of duties and responsibilities to be carried out in a job is called _____

- A CV
B resume
C job description
D job application

Ans : C

- 4 After receiving interview call, what is the next step?

- A Send application letter
B Prepare the resume
C Appear at interview
D Send resume

Ans : C

- 5 Choose suitable “wh” word for the given sentence_ “_____ animal do you like?”

- A Which
B Why
C Where
D When

Ans : A

- 6 Choose the correct punctuation mark after the word “Rohan” in the given sentence_ “Rohan David and Ram are playing hide and seek”.

- A Comma (,)
B Period (.)
C Slash (/)
D Hyphen (-)

Ans : A

- 7 Choose the correct response for the given question. “How have you been?”

- A Very well, And you?
B Thank you, And you?
C Same to you
D On vacation, And you?

Ans : A

- 8 Choose the correct response of the given question “When did the accident happen”?

- A in the hotel
B during travelling
C At 10:30 last night
D On the table

Ans : C

- 9 Choose the correct tense of the verb. “I _____ music when I was child.”

- A learn
B am learning
C will learn
D learnt

Ans : D

- 10 Curriculum Vitae (CV) is also known as _____

- A resume
B job description
C cover letter
D application letter

Ans : A

- 11 Curriculum vitae is also known as _____

- A circular
B resume
C job application form
D leave application

Ans : B

- 12 Fill in the blank with comparative adjective_ “Your pencil is _____ than mine”.

- A sharp
B sharper
C blunt
D thick

Ans : B

EMPLOYABILITY SKILLS – Semester 1 Module 1 English Literacy

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13 Fill in the blank with correct future tense of verb “We _____ to the zoo after Breakfast “

- A went
- B are going
- C had gone
- D will go

Ans : D

14 Fill in the blank with correct word “They _____ good friends”

- A is
- B am
- C are
- D was

Ans : C

15 Fill in the blank with present progressive tense of the verb “The train _____ through the tunnel”

- A passed
- B is passing
- C had passed
- D was passing

Ans : B

16 Fill in the blank with proper interrogative adjective “ _____ are you going?”

- A Who
- B Where
- C Which
- D What

Ans : B

17 Fill in the blank with proper pronoun “I made this cake _____”

- A myself
- B yourself
- C himself
- D itself

Ans : A

18 Fill in the blank with proper pronoun. “She made this cake _____”

- A itself
- B myself
- C herself
- D himself

Ans : C

19 Fill in the blank with proper reflexive pronoun. “She has hurt _____”

- A myself
- B herself
- C himself
- D itself

Ans : B

20 Fill in the blank with suitable adjective for the given sentence “The little girl’s..... eyes revealed her mischief”

- A chubby
- B weak
- C short sighted
- D twinkling

Ans : D

21 Fill in the blank with suitable place preposition_ “My house is _____ the third floor” ?

- A at
- B in
- C on
- D under

Ans : C

22 Fill in the correct question word _____ is the speaker at the function” ?

- A What
- B When
- C Why
- D Who

Ans : D

23 Low level language is also called _____

- A source code
- B middle ware
- C machine language
- D assembly language

Ans : C

24 Pronunciation refers to _____

- A diphthong
- B consonant
- C punctuation
- D production of sound

Ans : D

EMPLOYABILITY SKILLS – Semester 1 Module 1 English Literacy

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25 Re-arrange the following set of words into meaningful sentence_ “teacher / school / worked / she / a / as”

- A School worked as a she teacher
- B She worked as a school teacher
- C She teacher worked as a school
- D Worked she as a school teacher

Ans : B

26 The word that expresses a sudden and strong feeling is called _____

- A punctuation
- B interjection
- C conjunction
- D apostrophe

Ans : B

27 When you greet higher official’s such as Teacher, Instructor or Supervisor, you should use _____

- A “Good morning”
- B “Hello”
- C “Hey”
- D “Hi”

Ans : A

28 Which is a silent letter in the word “ANSWER”?

- A R
- B E
- C S
- D W

Ans : D

29 Which one is a “Do’s” of discussion etiquettes?

- A Loose your temper
- B Listen to others
- C Talk about irrelevant details
- D Use impolite or rude language

Ans : B

30 Which one is a “Don’t” of discussion etiquette?

- A Be open minded
- B Use moderate tone
- C Listen to others
- D Argue unnecessary

Ans : D

31 Which one is a brain of computer?

- A Keyboard
- B CPU
- C Monitor
- D Hard disk

Ans : B

32 Which one is a cardinal number?

- A 10
- B V
- C VII
- D XI

Ans : A

33 Which one is a cardinal number?

- A X
- B II
- C IV
- D 3

Ans : D

34 Which one is a cardinal number?

- A IV
- B 10th
- C 1st
- D 1

Ans : D

35 Which one is a cardinal number?

- A One
- B Fifth
- C Eighth
- D Second

Ans : A

36 Which one is an exclamatory sentence?

- A What a beautiful house it is!
- B It is a beautiful house_
- C Is it a beautiful house?
- D Your house is beautiful_

Ans : A

37 Which one is in active voice?

- A Ram has passed the exam_
- B The ball was caught by him_
- C The book was being read by her_
- D We were driven home by dad_

Ans : A

EMPLOYABILITY SKILLS – Semester 1 Module 1 English Literacy

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38 Which one is in passive voice?

- A Mohan is painting a house
- B She was reading a book
- C Her birthday was celebrated by us
- D I have seen that movie

Ans : C

39 Which one is NOT a conjunction?

- A And
- B Or
- C But
- D On

Ans : D

40 Which one is NOT a benefit of the role playing?

- A Builds confidence
- B Develops listening skill
- C Develops creative problem-solving skill
- D Develops boredom

Ans : D

41 Which one is NOT a vowel?

- A a
- B e
- C f
- D i

Ans : C

42 Which one of the following is a good office etiquette?

- A One should dress formally
- B One should not be punctual to work
- C One should have fancy mobile ring tone
- D One should litter one's work place

Ans : A

43 Word that is pronounced the same as another word but differs in meaning is called _____

- A homophone
- B homograph
- C diphthong
- D syllable

Ans : A

EMPLOYABILITY SKILLS – Semester 1 Module 2 I.T. Literacy

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1 1 Byte = _____

- A 2 bits
- B 4 bits
- C 8 bits
- D 16 bits

Ans : C

2 A computer system consists of _____

- A software and program
- B hardware and software
- C mouse and keyboard
- D circuit diagram

Ans : B

3 A program that infects other program by modifying them is called _____

- A virus
- B antivirus
- C web page
- D note pad

Ans : A

4 A software application used to enable computer users to locate and access web page is called _____

- A web browser
- B web server
- C web site
- D email

Ans : A

5 An illegal activity committed on the internet is called _____

- A virus
- B cyber crime
- C search engine
- D social networking

Ans : B

6 Computer network that spans a regional, national or global area is called _____

- A LAN
- B MAN
- C WAN
- D CAN

Ans : C

7 CPU consists of _____

- A Control unit and ALU
- B Storage device and ALU
- C Input and output devices
- D Input device and control unit

Ans : A

8 CPU stands for _____

- A Central Programming Unit
- B Central Processing Unit
- C Central Planning Unit
- D Central Progress Unit

Ans : B

9 For short distance, which network type should be used?

- A LAN
- B MAN
- C WAN
- D CAN

Ans : A

10 In an email, where will you add the recipient email address whom you want to send the copy of an email?

- A To
- B CC
- C Bcc
- D Subject

Ans : B

11 In Excel, the intersection of a row and column is called a _____

- A cell
- B label
- C square
- D worksheet

Ans : A

12 In MS Excel, collection of work sheet is known as _____

- A worksheet
- B workbook
- C excel book
- D sheet work

Ans : B

EMPLOYABILITY SKILLS – Semester 1 Module 2 I.T. Literacy

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13 In MS Excel, to insert a formula in cell, we must begin the entry with an operator

- A =
- B \$
- C @
- D #

Ans : A

14 In MS Paint, which extension is not supported

- A .jpeg
- B .doc
- C .gif
- D .png

Ans : B

15 In which orientation, the text is printed length wise?

- A Landscape
- B Margin
- C Portrait
- D Width

Ans : C

16 In which orientation, the text is printed width wise?

- A Width
- B Margin
- C Portrait
- D Landscape

Ans : D

17 program that infects other programs by modifying them is called _____

- A search engine
- B virus
- C antivirus
- D cyber crime

Ans : B

18 Spread sheets are saved with extension

- A .xls
- B .doc
- C .pdf
- D .mp3

Ans : A

19 Spread sheets are saved with extension _____

- A .pdf
- B .doc
- C .xls
- D .mp3

Ans : C

20 The expansion of LAN is _____

- A Local Area Name
- B Local Area Network
- C Logical Area Network
- D Legal Area Network

Ans : B

21 The expansion of RAM is _____

- A Read Octet Machine
- B Random Access Memory
- C Read Access Memory
- D Random Access Machine

Ans : B

22 The expansion of ROM is _____

- A Read Octet Machine
- B Read Only Memory
- C Random Only Memory
- D Rewrite Octet Machine

Ans : B

23 The expansion of WAN is _____

- A Wide Area Name
- B Web Assigned Name
- C Wide Area Network
- D Web Aided Network

Ans : C

24 What does 'ASAP' stand for, in SMS language?

- A As Silent As Probable
- B As Soon As Probable
- C As Soon As Possible
- D As Simple As Possible

Ans : C

25 What is a shortcut key for "Copy" command?

- A Ctrl + C
- B Ctrl + V
- C Ctrl + A
- D Ctrl + X

Ans : A

EMPLOYABILITY SKILLS – Semester 1 Module 2 I.T. Literacy

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26 What is a shortcut key for “cut” command?

- A Ctrl +C
- B Ctrl+V
- C Ctrl+A
- D Ctrl+X

Ans : D

27 What is a shortcut key for “select all” command?

- A Ctrl +C
- B Ctrl+V
- C Ctrl+A
- D Ctrl+X

Ans : C

28 What is shortcut key for “Paste” command?

- A Ctrl + C
- B Ctrl + V
- C Ctrl + A
- D Ctrl + X

Ans : B

29 What is the cell address of 4th row and 4th column?

- A 4D
- B E4
- C D4
- D B4

Ans : C

30 What is the default name of newly created folder in windows?

- A Folder
- B New
- C New folder
- D Blank

Ans : C

31 What is the expansion of “FYI” SMS?

- A For Your Information
- B For Your Identification
- C For Your Internet
- D For Your Innocence

Ans : A

32 Where all deleted files will be stored?

- A CD
- B Official folder
- C Personal folder
- D Recycle bin

Ans : D

33 Which device is used to connect telephone line to a PC?

- A Modem
- B Monitor
- C Printer
- D Hard disk

Ans : A

34 Which is a shortcut key for ‘Copy’ command?

- A Ctrl + V
- B Ctrl + C
- C Ctrl + A
- D Ctrl + X

Ans : B

35 Which one is a “Don’t” of information security?

- A Use hard to guess passwords
- B Disclose password to anyone
- C Take backup data of your PC periodically
- D Encrypt laptop hard drive and mobile devices

Ans : B

36 Which one is a cyber crime?

- A Sending email
- B Online purchasing
- C Online gambling
- D Chatting with friends

Ans : C

37 Which one is a file management tool that comes with windows?

- A Control panel
- B Window explorer
- C Desktop
- D Notepad

Ans : B

38 Which one is a search engine?

- A Flickr
- B Hotmail
- C Facebook
- D Google

Ans : D

39 Which one is a search engine?

- A Flickr
- B Orkut
- C Hotmail
- D yahoo

Ans : D

EMPLOYABILITY SKILLS – Semester 1 Module 2 I.T. Literacy

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40 Which one is a social networking site?

- A Outlook express
- B Face book
- C Lotus notes
- D Mozilla

Ans : B

41 Which one is a web browser?

- A Face book
- B Hot mail
- C Internet explorer
- D Outlook express

Ans : C

42 Which one is an input device?

- A Speaker
- B Joystick
- C Monitor
- D Printer

Ans : B

43 Which one is an output device of the computer?

- A Printer
- B MIC
- C Mouse
- D Keyboard

Ans : A

44 Which one is NOT a storage device?

- A Printer
- B Video tape
- C USB flash drive
- D Memory card

Ans : A

45 Which one is the disadvantage of social networking sites?

- A Instant communication
- B Make addictive
- C Access to information
- D Online marketing for business

Ans : B

46 Which one of the following options shows the synonyms for a word, we type in MS word?

- A Thesaurus
- B Spell check
- C Hyperlink
- D Style

Ans : A

47 You withdraw Rs_500/- from an ATM_ The ATM machine gives out Rs_5000/-_ Which of the following would be ethically correct?

- A Make a complaint
- B Take the money
- C Drop the money near ATM
- D Give the money to the poor

Ans : A

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1 “KAIZEN” means _____

- A self-discipline
- B preventive maintenance
- C sorting out
- D continuous improvement

Ans : D

2 Choose the correct context of the given expression in group discussion” Excuse me, I would _____”

- A Interrupting
- B Agreeing
- C Summarising
- D Emphasizing a point

Ans : A

3 Communication that involves exchanging information without use of words is called _____

- A verbal communication
- B pictorial communication
- C written communication
- D non verbal communication

Ans : D

4 Dedication to a particular work is called _____

- A confidence
- B commitment
- C Intelligence
- D integrity

Ans : B

5 Dedication to a particular work is called _____

- A integrity
- B confidence
- C commitment
- D intelligence

Ans : C

6 Expansions of SMS is _____

- A Simple Message Service
- B Short Mail Service
- C Simple Memo Service
- D Short Message Service

Ans : D

7 For “SMART” Goal, S stands for _____

- A social
- B scientific
- C specific
- D strength

Ans : C

8 Gesture “biting nails” shows _____

- A boredom
- B insecurity
- C confidence
- D defensiveness

Ans : B

9 Gesture “Brisk & erect walking” shows _____

- A boredom
- B defensiveness
- C confidence
- D insecurity

Ans : C

10 Gesture “Brisk erect walk” shows _____

- A insecurity
- B boredom
- C confidence
- D defensiveness

Ans : C

11 Goals are categorized as _____

- A good and bad
- B inner and outer
- C intrinsic and extrinsic
- D short-term and long-term

Ans : D

12 Goals are classified as _____

- A big and small goal
- B long term and short-term goal
- C important and not important goal
- D intrinsic and extrinsic goal

Ans : B

13 In face to face communication, body language accounts for _____

- A 7%
- B 38%
- C 55%
- D 100%

Ans : C

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14 Intrinsic motivation is.....

- A short lived
- B long lasting
- C for money or reward
- D to gain social acceptance

Ans : B

15 Listening to Railway or Flight announcement, teacher's lecture comes under _____

- A critical listening
- B appreciative listening
- C therapeutic listening
- D comprehensive listening

Ans : D

16 Listening to songs only to derive pleasure comes under _____

- A critical listening
- B therapeutic listening
- C appreciative listening
- D comprehensive listening

Ans : C

17 Motivation is categories into _____

- A intrinsic and extrinsic
- B good and bad
- C inner and outer
- D high and low

Ans : A

18 Noise, physical discomfort of hotness or coldness comes under _____

- A culture barrier
- B language barrier
- C perception barrier
- D environment barrier

Ans : D

19 Rise and fall of pitch of voice is called _____

- A vowel
- B intonation
- C consonant
- D pronunciation

Ans : B

20 The study of right and wrong in human endeavours is called _____

- A motivation
- B self-awareness
- C ethics
- D goal

Ans : C

21 What is a drawback of role playing?

- A Builds confidence
- B Develops listening skills
- C Doesn't provide real situation
- D Develop creative problem solving

Ans : C

22 What should come next after "selecting the solution" in problem solving process?

- A Look for alternate
- B Root cause analysis
- C Identify the problem
- D Implement the solution

Ans : D

23 Which factor helps to motivate people?

- A Lack of focus
- B Lack of confidence
- C Lack of direction
- D Lack of nervousness

Ans : D

24 Which one is 3P's of public speaking?

- A Possess, present, practice
- B Prepare, Practice, perform
- C Publish, pleasant, perfect
- D Perfection, Performance, painstaking

Ans : B

25 Which one is a "Do's" for interview etiquette?

- A Nervousness
- B Informal dress
- C Clam approach
- D Excessive gesture

Ans : C

26 Which one is a "don't" in interview etiquette?

- A Be confident
- B Dress appropriately
- C Proper eye contact
- D Lie about your abilities to get job

Ans : D

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27 Which one is a barrier to speaking?

- A Poor listening
- B Lack of time
- C Nervousness
- D Reluctant to read

Ans : C

28 Which one is a Do's in interview etiquette?

- A Dress too casually
- B Lie about abilities to get job
- C Be confident
- D Too excessive in gesture

Ans : C

29 Which one is a good communication?

- A Message is clear and direct
- B Message is ambiguous
- C Sender attacks receiver
- D Receiver doesn't listen to sender

Ans : A

30 Which one is an email etiquette?

- A Keep email short
- B Send virus infected mail
- C Forward false messages
- D Use all caps or small letter in email

Ans : A

31 Which one is considered to be a good communication?

- A Message is ambiguous
- B Sender is positive towards receiver
- C Receiver doesn't listen to sender
- D Sender attacks receiver

Ans : B

32 Which one is considered to be a poor communication?

- A Message is ambiguous
- B Message is clear and direct
- C Receiver is open to listen
- D Sender is positive towards receiver

Ans : A

33 Which one is NOT a benefit of oral communication?

- A It is quick
- B It is for record
- C It is direct
- D Feedback is immediate

Ans : B

34 Which one is NOT a part of Triple 'A' listening?

- A Anxiety
- B Attitude
- C Attention
- D Adjustment

Ans : A

35 Which one is NOT an article?

- A a
- B an
- C in
- D the

Ans : C

36 Which one is NOT an element of 3P's of public speaking?

- A Prepare
- B Practice
- C Posses
- D Perform

Ans : C

37 Which one is NOT an essential characteristic to achieve success?

- A Commitment
- B Integrity
- C Confidence
- D Unethical work

Ans : D

38 Which one is NOT the outcome of positive attitude?

- A enthusiasm
- B creativity
- C boredom
- D problem solving attitude

Ans : C

39 Which one is the latest and effective means of modern communication?

- A Fax
- B Postal mail
- C Electronic mail
- D Message through TV

Ans : C
