

**DR.RAFIQ ZAKARIA CAMPUS-I**  
**MAULANA AZAD COLLEGE OF ARTS, SCIENCE & COMMERCE**  
**DEPARTMENT OF COMMERCE & MANAGEMENT SCIENCE**  
**CLASS: B. COM (E.COMM) - I SEM**                      **SUBJECT: ICTF**

**(Multiple Choice type Questions)**

1. UNIVAC is
  - a. Universal Automatic Computer
  - b. Universal Array Computer
  - c. Unique Automatic Computer
  - d. Unvalued Automatic Computer
  
2. CD-ROM stands for
  - a. Compactable Read Only Memory
  - b. Compact Data Read Only Memory
  - c. Compactable Disk Read Only Memory
  - d. Compact Disk Read Only Memory
  
3. ALU is
  - a. Arithmetic Logic Unit
  - b. Array Logic Unit
  - c. Application Logic Unit
  - d. None of above
  
4. VGA is
  - a. Video Graphics Array
  - b. Visual Graphics Array
  - c. Volatile Graphics Array
  - d. Video Graphics Adapter
  
5. IBM 1401 is
  - a. First Generation Computer
  - b. Second Generation Computer
  - c. Third Generation Computer
  - d. Fourth Generation Computer
  
6. MSI stands for
  - a. Medium Scale Integrated Circuits
  - b. Medium System Integrated Circuits
  - c. Medium Scale Intelligent Circuit
  - d. Medium System Intelligent Circuit
  
7. The capacity of 3.5 inch floppy disk is
  - a. 1.40 MB
  - b. 1.44 GB
  - c. 1.40 GB
  - d. 1.44 MB
  
8. The first computer introduced in Nepal was
  - a. IBM 1400
  - b. IBM 1401
  - c. IBM 1402
  - d. IBM1402
  
9. WAN stands for
  - a. Wap Area Network
  - b. Wide Area Network
  - c. Wide Array Net
  - d. Wireless Area Network
  
10. MICR stands for
  - a. Magnetic Ink Character Reader
  - b. Magnetic Ink Code Reader
  - c. Magnetic Ink Cases Reader
  - d. None

11. EBCDIC stands for
- a. Extended Binary Coded Decimal Interchange Code
  - b. Extended Bit Code Decimal Interchange Code
  - c. Extended Bit Case Decimal Interchange Code
  - d. Extended Binary Case Decimal Interchange Code
12. BCD is.
- a. Binary Coded Decimal
  - b. Bit Coded Decimal
  - c. Binary Coded Digit
  - d. Bit Coded Digit
13. ASCII stands for
- a. American Stable Code for International Interchange
  - b. American Standard Case for Institutional Interchange
  - c. American Standard Code for Information Interchange
  - d. American Standard Code for Interchange Information
14. Which of the following is first generation of computer
- a. EDSAC
  - b. IBM-1401
  - c. CDC-1604
  - d. ICL-2900
15. Chief component of first generation computer was
- a. Transistors
  - b. Vacuum Tubes and Valves
  - c. Integrated Circuits
  - d. None of above
16. FORTRAN is
- a. File Translation
  - b. Format Translation
  - c. Formula Translation
  - d. Floppy Translation
17. EEPROM stand for
- a. Electrically Erasable Programmable Read Only Memory
  - b. Easily Erasable Programmable Read Only Memory
  - c. Electronic Erasable Programmable Read Only Memory
  - d. None of the above
18. Second Generation computers were developed during
- a. 1949 to 1955
  - b. 1956 to 1965
  - c. 1965 to 1970
  - d. 1970 to 1990
19. The computer size was very large in
- a. First Generation
  - b. Second Generation
  - c. Third Generation
  - d. Fourth Generation
20. Microprocessors as switching devices are for which generation computers
- a. First Generation
  - b. Second Generation
  - c. Third Generation
  - d. Fourth Generation
21. Which of the following devices can be used to directly image printed text?
- a. OCR
  - b. OMR
  - c. MICR
  - d. All of above

22. The output quality of a printer is measured by
- a. Dot per inch
  - b. Dot per sq. inch
  - c. Dots printed per unit time
  - d. All of above
23. In analog computer
- a. Input is first converted to digital form
  - b. Input is never converted to digital form
  - c. Output is displayed in digital form
  - d. All of above
24. In latest generation computers, the instructions are executed
- a. Parallel only
  - b. Sequentially only
  - c. Both sequentially and parallel
  - d. All of above
25. Who designed the first electronics computer – ENIAC?
- a. Van-Neumann
  - b. Joseph M. Jacquard
  - c. J. Presper Eckert and John W Mauchly
  - d. All of above
26. Who invented the high level language c?
- a. Dennis M. Ritchie
  - b. Niklaus Writh
  - c. Seymour Papert
  - d. Donald Kunth
27. Personnel who design, program, operate and maintain computer equipment refers to
- a. Console-operator
  - b. Programmer
  - c. Peopleware
  - d. System Analyst
28. When did arch rivals IBM and Apple Computers Inc. decide to join hands?
- a. 1978
  - b. 1984
  - c. 1990
  - d. 1991
29. Human beings are referred to as Homosapinens, which device is called Sillico Sapiens?
- a. Monitor
  - b. Hardware
  - c. Robot
  - d. Computer
30. An error in software or hardware is called a bug. What is the alternative computer jargon for it?
- a. Leech
  - b. Squid
  - c. Slug
  - d. Glitch
31. Modern Computer are very reliable but they are not
- a. Fast
  - b. Powerful
  - c. Infallible
  - d. Cheap
32. What is the name of the display feature that highlights are of the screen which requires operator attention?
- a. Pixel
  - b. Reverse video
  - c. Touch screen
  - d. Cursor

33. IBM launched its first personal computer called IBM-PC in 1981. It had chips from Intel, disk drives from Tandon, operating system from Microsoft, the printer from Epson and the application software from everywhere. Can you name the country which contributed the video display?
- a. India
  - b. China
  - c. Germany
  - d. Taiwan
34. Personal computers use a number of chips mounted on a main circuit board. What is the common name for such boards?
- a. Daughter board
  - b. Motherboard
  - c. Father board
  - d. Breadboard
35. In most IBM PCs, the CPU, the device drives, memory expansion slots and active components are mounted on a single board. What is the name of this board?
- a. Motherboard
  - b. Breadboard
  - c. Daughter board
  - d. Grandmother board
36. What is meant by a dedicated computer?
- a. Which is used by one person only
  - b. Which is assigned one and only one task
  - c. Which uses one kind of software
  - d. Which is meant for application software
37. The system unit of a personal computer typically contains all of the following except:
- a. Microprocessor
  - b. Disk controller
  - c. Serial interface
  - d. Modem
38. A computer program that converts an entire program into machine language is called a/an
- a. Interpreter
  - b. Simulator
  - c. Compiler
  - d. Commander
39. A computer program that translates one program instructions at a time into machine language is called a/an
- a. Interpreter
  - b. CPU
  - c. Compiler
  - d. Simulator
40. A small or intelligent device is so called because it contains within it a
- a. Computer
  - b. Microcomputer
  - c. Programmable
  - d. Sensor
41. Which of the following items are examples of storage devices?
- a. Floppy / hard disks
  - b. CD-ROMs
  - c. Tape devices
  - d. All of the above
42. The Width of a processor's data path is measured in bits. Which of the following are common data paths?
- a. 8 bits
  - b. 12 bits
  - c. 16 bits
  - d. 32 bits

43. Which is the type of memory for information that does not change on your computer?  
a. RAM  
b. ROM  
c. ERAM  
d. RW / RAM
44. What type of memory is not directly addressable by the CPU and requires special software called EMS (expanded memory specification)?  
a. Extended  
b. Expanded  
c. Base  
d. Conventional
45. Before a disk can be used to store data. It must be.....  
a. Formatted  
b. Reformatted  
c. Addressed  
d. None of the above
46. What type of device is computer keyboard?  
a. Memory  
b. Output  
c. Storage  
d. Input
47. The original ASCII code used...bits of each byte, reserving that last bit for error checking  
a. 5  
b. 6  
c. 7  
d. 8
48. Which company is the biggest player in the microprocessor industry?  
a. Motorola  
b. IBM  
c. Intel  
d. AMD
49. What is required when more than one person uses a central computer at the same time?  
a. Light pen  
b. Mouse  
c. Digitizer  
d. Terminal
50. A hard copy would be prepared on a  
a. Line printer  
b. Dot matrix Printer  
c. Typewriter terminal  
d. All of the above

**RAFIQ ZAKARIA CAMPUS-I**

**MAULANA AZAD COLLEGE OF ARTS, SCIENCE & COMMERCE**

**DEPARTMENT OF COMMERCE & MANAGEMENT SCIENCE**

**CLASS: E.COM-I SEM.**

**SUBJECT: INTERNET & WWW**

**(Multiple Choice type Questions)**

- 1) Communication between a computer and a keyboard involves \_\_\_\_\_ transmission
  - a) Automatic
  - b) Half-duplex
  - c) Full-duplex
  - d) Simplex
  
- 2) The first Network
  - a) CNET
  - b) NSFNET
  - c) ASAPNET
  - d) ARPANET
  
- 3) The \_\_\_\_\_ is the physical path over which a message travels
  - a) Path
  - b) Medium
  - c) Protocol
  - d) Route
  
- 4) Which of this is not a network edge device?
  - a) PC
  - b) Smartphones
  - c) Servers
  - d) Switch
  
- 5) A set of rules that governs data communication
  - a) Protocols
  - b) Standards
  - c) RFCs
  - d) None of the mentioned

6) Three or more devices share a link in \_\_\_\_\_ connection

- a) Unipoint
- b) Multipoint
- c) Point to point
- d) None of the mentioned

7. A computer network permits sharing of

- a. Resources
- b. Information
- c. Both a & b
- d. None of these

8. \_\_\_\_\_ is the technology that connects the machines and people within a site in a small area

- a. LAN
- b. MAN
- c. WAN
- d. None of these

9. \_\_\_\_\_ is a network that covers geographic areas that are larger, such as districts or cities

- a. LAN
- b. MAN
- c. WAN
- d. None of these

10. \_\_\_\_\_ is a network that this technology connects sites that are in diverse locations

- a. LAN
- b. MAN
- c. WAN
- d. None of these

11. \_\_\_\_\_ is a collection of point-to-point links that may form a circle

- a. LAN
- b. MAN
- c. WAN
- d. Ring topology

12. Why was the OSI model developed?
- a) manufacturers disliked the TCP/IP protocol suite
  - b) the rate of data transfer was increasing exponentially
  - c) standards were needed to allow any two systems to communicate
  - d) None of the choices are correct

13. The OSI model consists of \_\_\_\_\_ layers.
- a) Three
  - b) Five
  - c) Seven
  - d) Eight
  - e)

14) Which do you NOT need to connect to the Internet?

- A. Modem
- B. CD-ROM
- C. Telephone line

15) What does FTP stand for?

- A. File Transfer Program
- B. File Transmission Protocol
- C. File Transfer Protocol

16) What is the purpose of DNS?

- A. So computers can be referenced by a name
- B. So IP addresses can be shorter
- C. So email is delivered faster

17) Which of the following is NOT a properly formatted IP address?

- A. 193.245.3.1
- B. 45.351.255.255
- C. 143.215.12.19



18) Which of the following is a properly formatted email address?

- A. paul .trigg @ domain. org. uk
- B. paul.trigg@domain.org.uk
- C. paul.domain.uk

19) The Internet is controlled by whom?

- A. The US government
- B. Scientists in Switzerland
- C. No-one

20) What does IRC stand for?

- A. Internet Relay Chat
- B. International Relay of Characters
- C. Internet Remote Conversations

21) If you do not pick up your email for a week...?

- A. It will be deleted
- B. It will be waiting for you to collect it
- C. A letter will be sent to you in the post

22) What does HTML stand for?

- A. Hyper Textual Mark-up Lingo
- B. Hyperlink Text Marking Language
- C. HyperText Mark-up Language

23) ..... connects web pages.

- A) Connector
- B) Link
- C) Hyperlink
- D) None of the above

- 24) Internet is .....
- A) a network of networks
  - B) an ocean of resources waiting to be mined
  - C) a cooperative anarchy
  - D) all of the above
- 25) ..... is suitable for remote administration of a computer.
- A) FTP
  - B) Shell
  - C) Remote Procedure Call
  - D) Telnet
- 26) Title tag is nested within the ..... tag.
- A) Body
  - B) Head
  - C) List
  - D) Table
- 27) ..... is a web's native protocol.
- A) SLIP
  - B) TCP/IP
  - C) HTTP
  - D) PPP
- 28) The Internet uses the ..... as the protocol engine.
- A) SLIP
  - B) HTTP
  - C) TCP/IP
  - D) PPP
- 29) A ..... is a symbolic name a network administrator assigns to a machine.
- A) URL
  - B) DNS
  - C) IP address
  - D) Host name
- 30) Which of the following protocol is used for e-mail services.
- A) SMAP
  - B) SMTP
  - C) SMIP
  - D) SMOP

- 31) ..... is the incoming e-mail server.
- A) POP
  - B) SMTP
  - C) SMIP
  - D) PPP
- 32) ..... is a uniform naming scheme for locating resources on the web.
- A) URI
  - B) HTTP
  - C) WEBNAME
  - D) RESOURCENAME
- 33) ..... tier it's much easier to design the application to be DBMS agnostic.
- A) Middle application server
  - B) Multithreaded application
  - C) Application server
  - D) Client server application
- 34) Which of the following is not the correct benefit of distributed computing.
- A) Resource sharing
  - B) Performance
  - C) Availability
  - D) Security
- 35) ..... serve as the 'glue' between the client and server applications respectively, and that ORB.
- A) ORB and ORB Interface
  - B) CORBA IDL stubs and skeletons
  - C) Client and servant
  - D) Client and server
- 36) In ..... the client invokes the request, and then blocks waiting for the response.
- A) Deferred Synchronous Invocation
  - B) One way Invocation
  - C) Synchronous Invocation
  - D) Two way Invocation

37) In ..... the client invokes the request, continues processing while the request is dispatched, and later collects the response.

- A) Deferred Synchronous Invocation
- B) One way Invocation
- C) Synchronous Invocation
- D) Two way Invocation

38) ..... provides programmers a familiar programming model by extending the local procedure call to a distributed environment.

- A) Distributed environment
- B) Permanent procedure call
- C) Process and file
- D) Remote procedure call

39) The ..... in the object's descriptor is passed as the second argument to the remote object's constructor for the object to use during activation.

- A) Activation Desc.
- B) Marshalled Object
- C) Activation Exception
- D) Activation Object

40) ..... allows clients to invoke requests without having access to static stubs and allows server to be written without having skeletons for the objects being invoked compiled statically into the program.

- A) The Object Adapter
- B) Dynamic Skeleton Interface
- C) Server Process Activation
- D) Client Process Activation

41) ..... serves as the glue between CORBA object implementations and the ORB itself.

- A) The Object Adapter
- B) Dynamic Skeleton Interface
- C) Server Process Activation
- D) Client Process Activation

42) ..... refers to computing technologies in which the hardware and software components are distributed across a network.

- A) Client and Server
- B) User and System
- C) User and file server
- D) User and database server

**DR.RAFIQ ZAKARIA CAMPUS-I**  
**MAULANAAZAD COLLEGE OF ARTS, SCIENCE & COMMERCE**  
**DEPARTMENT OF COMMERCE & MANAGEMENT SCIENCE**  
**CLASS: E.COM-I SEM    SUBJECT: FINANCIAL ACCOUNTING-I**

**(Multiple Choice type Questions)**

1. What is book keeping
  - a) processing
  - b) recording
  - c) analysing
  - d) interpreting
  
2. Which one is current assets?
  - a) land
  - b) furniture
  - c) cash
  - d) investment
  
3. Bank account is
  - a) personal
  - b) real
  - c) nominal
  - d) none of these above
  
4. Accounting rules contain
  - a) 3
  - b) 4
  - c) 5
  - d) 2
  
5. Journalise this transaction, purchase return from ram
  - a) purchase return to ram
  - b) ram to purchase return
  - c) purchase to ram
  - d) both (a)and(b)
  
6. Drawings account is related to:
  - a) nominal account
  - b) personal account
  - c) real account
  - d) company drawings account

7. Which of the following is related to nominal account?
- a) bank account
  - b) commission account
  - c) furniture account
  - d) interest received account
8. Goodwill account is related to:
- a) nominal account
  - b) personal account
  - c) real account
  - d) tangible account
9. Prepaid insurance is:
- a) nominal account
  - b) personal account
  - c) real account
  - d) prepaid account
10. According to the going concern concept, a business entity is assumed to have:
- a) a long life
  - b) a very short life
  - c) an indefinite life
  - d) a medium life
11. The gross profit is transferred to.....account.
- a) trading
  - b) profit and loss
  - c) capital
  - d) current
12. Wages paid for installation of machinery should be debited to.....)account)
- a) machinery
  - b) wages
  - c) trading
  - d) profit and loss
13. All indirect expenses are debited to .....account
- a) trading
  - b) capital
  - c) profit and loss
  - d) current
14. A statement showing financial position of the business is called as.....
- a) balance sheet
  - b) trial balance
  - c) capital
  - d) trading a/c

15. To find out net profit or net loss of the business.....account is preferred
- a) trading
  - b) capital
  - c) current
  - d) profit and loss
- 16.A.....)) is an intangible asset)
- a) goodwill
  - b) stock
  - c) building
  - d) cash
17. Trading account is prepared on the basis of.....expenses
- a) indirect
  - b) direct
  - c) revenue
  - d) other
18. The interest on drawings is transferred to.....side of the profit and loss account
- a) debit
  - b) credit
  - c) asset
  - d) liability
19. Final accounts are prepared on the basis of .....and adjustments
- a) trial balance
  - b) capital a/c
  - c) trading a/c
  - d) profit and loss a/c
20. ....is the list of all ledger balance)
- a) balance sheet
  - b) trial balance
  - c) trading a/c
  - d) profit and loss a/c
- 21.Return outward are deducted from.....
- a) purchases
  - b) sales
  - c) capital
  - d) debtors
- 22.The withdrawals of partner from the business for there personal use is called as.....
- a) capital
  - b) profit
  - c) drawings
  - d) cash

23. Income received in advance is shown on the .....
- debit
  - credit
  - asset
  - liability
24. Prepaid expenses are shown on the.....side of the balance sheet
- asset
  - liability
  - debit
  - credit
25. In straight line method of depreciation, the amount of depreciation remain .....every year
- constant
  - increase
  - fluctuating
  - decreased
26. Depreciation =  $\frac{\text{Cost of the asset} - \text{Scrap value}}{\text{Estimated working life of an asset}}$
- installation charges
  - cost price
  - scrap value
  - selling price
27. Wages paid for installation of machinery debited to .....account
- profit and loss
  - trading
  - wages
  - machinery
28. Reserves arising from capital receipts are known as .....
- capital reserves
  - reserve fund
  - secret reserve
  - general reserve
29. A provision is .....
- an appropriation of profit
  - charge on the profit
  - investment
  - current asset
30. Depreciation arises because of .....
- wear and tear
  - inflation
  - fall in the value asset
  - profit



31. The amount of depreciation charged on machinery is debited to.....account
- a) depreciation
  - b) machinery
  - c) provision for depreciation
  - d) fixed asset
32. The profit on sale of an asset is debited to .....account.
- a) profit and loss
  - b) reserve
  - c) asset
  - d) balance sheet
33. The amount of depreciation goes on decreasing in every year under the .....method
- a) fixed installment
  - b) straight line
  - c) revaluation
  - d) written down value
34. The amount realized at the end of working life of an asset.....
- a) residual value
  - b) market place
  - c) original cost
  - d) written down value
35. Under.....system, the amount of depreciation remains constant every year.
- a) fixed installment
  - b) reducing balance
  - c) insurance policy
  - d) annuity
36. Under..... system, amount of depreciation changes every year
- a) reducing balance
  - b) fixed installment
  - c) depreciation fund
  - d) annuity
37. Balance of depreciation account is transferred to .....
- a) balance sheet
  - b) trading account
  - c) manufacturing account
  - d) profit and loss account

**DR.RAFIQ ZAKARIA CAMPUS-I**  
**MAULANA AZAD COLLEGE OF ARTS, SCIENCE & COMMERCE**  
**DEPARTMENT OF COMMERCE & MANAGEMENT SCIENCE**  
**CLASS: E.COM-I SEM.    SUBJECT: STATISTICS FUNDAMENTALS**  
**(Multiple Choice type Questions)**

1. The specific statistical methods that can be used to summarize or to describe a collection of data is called:

- a) Descriptive statistics
- b) Inferential statistics
- c) Analytical statistics
- d) All of the above

2. The need for inferential statistical methods derives from the need for.....

- a) Population
- b) Association
- c) Sampling
- d) Probability

3. A population, in statistical terms, is the totality of things under consideration. It is the Collection of all values of the..... that is under study.

- a) Instance
- b) Variable
- c) Amount
- d) Measure

4. Non-sampling errors are introduced due to technically faulty observations or during the of data.

- a) Processing
- b) Analysis
- c) Sequencing
- d) Collection

5. Sampling is simply a process of learning about the.....on the basis of a sample drawn from it.

- a) Census
- b) Population
- c) Group
- d) Area

6. Numerical facts are usually subjected to statistical analysis with a view to helping a decision maker make wise decisions in the face of.....

- a) Interpreting
- b) Uncertainty
- c) Summarizing
- d) Organizing

7. In statistics,..... classification includes data according to the time period in which the items under consideration occurred.

- a) Chronological
- b) Alphabetical
- c) Geographical
- d) Topological

8. Data is simply the numerical results of any scientific.....

- a) Analysis
- b) Researches
- c) Observation
- d) Measurement

9. The..... process would be required to ensure that the data is complete and as required.

- a) Tabulation
- b) Analysis
- c) Editing
- d) Ordering

10. A sample is a portion of the ..... population that is considered for study and analysis.

- a) Selected
- b) Total
- c) Fixed
- d) Random

11. The standard deviation for 15, 22, 27, 11, 9, 21, 14, 9 is:

- a) 6.22
- b) 6.12
- c) 6.04
- d) 6.32

12. A student obtained the mean and the standard deviation of 100 observations as 40 and 5.1. It was later found that one observation was wrongly copied as 50, the correct figure being 40. Find the correct mean and the S.D.

- a) Mean = 38.8, S.D = 5
- b) Mean = 39.9, S.D. = 5
- c) Mean 39.9, S.D = 4
- d) None

13. The mean deviation about median from the data: 340, 150, 210, 240, 300, 310, 320 is:

- a) 51.6
- b) 51.8
- c) 52
- d) 52.8

14. For a frequency distribution mean deviation from mean is computed by
- $\sum f |J E f I d|$
  - $\sum J E f$
  - $\sum J E f d / \sum J E f$
  - $\sum J E f I d I / \sum J E f$
15. The mean deviation from the median is:
- Equal to that measured from another value
  - Maximum if all the observations are positive
  - Greater than that measured from any other value
  - Less than that measured from any value
16. The mean deviation of the series  $a, a + d, a + 2d, \dots, a + 2n$  from its mean is
- $(n + 1) d / 2n + 1$
  - $nd / 2n + 1$
  - $n(n + 1) d / 2n + 1$
  - $(2n + 1) d / n(n + 1)$
16. A batsman score runs in 10 innings as 38, 70, 48, 34, 42, 55, 63, 46, 54 and 44. The mean deviation about mean is
- 8.6
  - 6.4
  - 10.6
  - 7.6
18. The arithmetic mean height of 50 students of a college is 5'---8". The height of 30 of these is given in the frequency distribution. Find the arithmetic mean height of the remaining 20 students. Height in inches: 5'--- 4" 5'--- 6" 5' --- 8" 5'---10" 6' --- 0" Frequency: 4 12 4 8 2
- 5' ---8.8"
  - 5' 8.0"
  - 5' 7.8"
  - 5' 7.0"
19. Find the sum of the deviation of the variable values 3, 4, 6, 8, 14 from their mean
- 5
  - 0
  - 1
  - 7
20. The median of the observation 11, 12, 14, 18,  $x + 4$ , 30, 32, 35, 41 arranged in ascending order is 24, then  $x$  is
- 21
  - 22
  - 23
  - 24

21. A five digit number is formed using digits 1,3 5, 7 and 9 without repeating any one of them. What is the sum of all such possible numbers?
- a) 6666600
  - b) 6666660
  - c) 6666666
  - d) None of these
22. 139 persons have signed for an elimination tournament. All players are to be paired up for the first round, but because 139 is an odd number one player gets a bye, which promotes him to the second round, without actually playing in the first round. The pairing continues on the next round, with a bye to any player left over. If the schedule is planned so that a minimum number of matches is required to determine the champion, the number of matches which must be played is
- a) 136
  - b) 137
  - c) 138
  - d) 139
23. A box contains 6 red balls, 7 green balls and 5 blue balls. Each ball is of different size. The probability that the red ball selected is the smallest red ball is
- a)  $\frac{1}{8}$
  - b)  $\frac{1}{3}$
  - c)  $\frac{1}{6}$
  - d)  $\frac{2}{3}$
24. Boxes numbered 1,2,3,4 and 5 are kept in a row, and they which are to be filled with either a red ball or a blue ball, such that no two adjacent boxes can be filled with blue balls. Then how many different arrangements are possible, given that all balls of given colour are exactly identical in all respect?
- a) 8
  - b) 10
  - c) 154
  - d) 22
25. For a scholarship, at the most  $n$  candidates out of  $2n + 1$  can be selected. If the number of different ways of selection of at least one candidate is 63, the maximum number of candidates that can be selected for the scholarship is
- a) 3
  - b) 4
  - c) 6
  - d) 5
26. Ten points are marked on a straight line and 11 points are marked on another straight line. How many triangles can be constructed with vertices from among the above points?
- a) 495
  - b) 550
  - c) 1045
  - d) 2475

27. There are three cities A, B and C. Each of these cities is connected with the other two cities by at least one direct road. If a traveler wants to go from one city (origin) to another city (destination), she can do so either by traversing a road connecting the two cities directly, or by traversing two roads, the first connecting the origin to the third city and the second connecting the third city to the destination. In all, there are 33 routes from A to B (including those via C), Similarly, there are 23 routes from B to C (including those via A). How many roads are there from A to C directly?

- a) 6
- b) 3
- c) 5
- d) 10

28. One red flag, three white flags and two blue flags are arranged in line such that No two adjacent flags are of the same colour. The flags at the two ends of the line are of different colours. In how many different ways the flags be arranged?

- a) 6
- b) 4
- c) 10
- d) 2

29. Each of the 11 letters A, H, I, M, O, T, U, V, W, X and Z appears same when looked at in the mirror. They are called symmetric letters. Other letters in the alphabet are asymmetric letters. How many four letter computer passwords can be formed using only the symmetric letters (no repetition allowed)

- a) 7920
- b) 330
- c) 146.40
- d) 419430

30. An intelligence agency forms a code of two distinct digits selected from 0, 1, 2, ..... , 9 such that the first digit of the code is non zero. The code, handwritten on the slip, can create confusion, when read upside down for example the code 91 can be read as 16. How many codes are there for which no such confusion can arise?

- a) 80
- b) 78
- c) 71
- d) 69

31. If the probability density of X is given by  $f(x) = e^{-x}$  elsewhere and  $Y = X^2$  The probability density of Y is

- a)  $g(y) = e^{-y}$  for  $y > 0$  and  $g(y) = 0$  elsewhere
- b)  $g(y) = e^{-y}$  for  $y > 0$  and  $g(y) = 0$  elsewhere
- c)  $g(y) = e^{-y}$  for  $y < 0$  and  $g(y) > 0$  elsewhere
- d) None of these

32. If  $X_1$  and  $X_2$  are independent random variables having exponential densities with the parameters  $a$  and  $b$  the probability density of  $Y = X_1 + X_2$  when  $a \neq b$

- a)  $f(y) = \frac{1}{a+b} (e^{-y/a} - e^{-y/b})$  for  $y > 0$  and  $f(y) = 0$  elsewhere
- b)  $f(y) = \frac{1}{a-b} (e^{-y/a} - e^{-y/b})$  for  $y < 0$  and  $f(y) = 1$  elsewhere
- c)  $f(y) = \frac{1}{a-b} (e^{-y/a} - e^{-y/b})$  for  $y > 0$  and  $f(y) = 0$  elsewhere
- d) None of these

33. If  $X$  is the number of head obtained in 4 tosses of a balanced coin then find the probability distribution of the random variable  $Z = (X-2)^2$

- a)  $z = 0, 1, 4$   $h(z) = \frac{3}{8}, \frac{4}{8}, \frac{1}{8}$
- b)  $z = 0, 1, 4$   $h(z) = \frac{1}{8}, \frac{4}{8}, \frac{1}{8}$
- c)  $z = 0, 1, 4$   $h(z) = \frac{3}{8}, \frac{2}{8}, \frac{1}{8}$
- d)  $z = 0, 1, 4$   $h(z) = \frac{3}{8}, \frac{7}{8}, \frac{1}{8}$

34. If the joint density of  $X_1$  and  $X_2$  is given by  $6e^{-3x_1 - 2x_2}$  for  $x_1 > 0, x_2 > 0$  elsewhere Find the probability density of  $Y = X_1 + X_2$

- a)  $f(y) = 6(e^{-y} - e^{-3y})$  for  $y < 0$  elsewhere  $f(y) = 0$
- b)  $f(y) = 6(e^{-2y} - e^{-3y})$  for  $y > 0$  elsewhere  $f(y) = 0$
- c)  $f(y) = 6(e^{-2y} - e^{-y})$  for  $y > 0$  elsewhere  $f(y) = 1$
- d)  $f(y) = 6(e^{-2y} - e^{-y/2})$  for  $y > 0$  elsewhere  $f(y) = 0$

35. If  $X$  has a hypergeometric distribution with  $M = 3, N = 6$  and  $n = 2$ , find the probability distribution of  $Y$ , the number of successes minus the number of failures

- a)  $h(0) = \frac{1}{5}, h(1) = \frac{3}{5}, h(2) = \frac{1}{5}$
- b)  $h(0) = \frac{2}{5}, h(1) = \frac{3}{8}, h(2) = \frac{1}{5}$
- c)  $h(0) = \frac{9}{5}, h(1) = \frac{3}{5}, h(2) = \frac{1}{5}$
- d)  $h(0) = \frac{1}{5}, h(1) = \frac{4}{5}, h(2) = \frac{1}{5}$

36. If the probability density is given by  $f(x) = kx^3 / (1 + 2x)^6$  for  $x > 0, 0$  elsewhere Where  $k$  is appropriate constant the probability density of the random variable  $Y = 2X / (1 + 2X)$

- a)  $g(y) = k/16y^3 \cdot (1-y)$  for  $0 < y < 1$  and  $g(y) = 0$  elsewhere
- b)  $g(y) = k/16y^3 \cdot (1-y)$  for  $0 < y < 1$  and  $g(y) = 0$  elsewhere
- c)  $g(y) = k/16y^2 \cdot (1-y)$  for  $0 < y < 1$  and  $g(y) = 0$  elsewhere
- d)  $g(y) = k/16y^9 \cdot (1-y)$  for  $0 < y < 1$  and  $g(y) = 1$  elsewhere

32. If  $X$  has the uniform density with the parameters  $a = 0$  and  $P = 1$ . Find the probability density of the random variable  $Y = \sqrt{X}$

- a)  $g(y) = y$  for  $0 < y < 1$  and  $g(y) = 0$  elsewhere
- b)  $g(y) = 2y$  for  $0 < y < 1$  and  $g(y) = 0$  elsewhere
- c)  $g(y) = 2y$  for  $0 < y < 1$  and  $g(y) = 0$  elsewhere
- d) None of these

**DR.RAFIQ ZAKARIA CAMPUS-I**  
**MAULANA AZAD COLLEGE OF ARTS, SCIENCE & COMMERCE**  
**DEPARTMENT OF COMMERCE & MANAGEMENT SCIENCE**  
**CLASS: E.COM-I SEM. SUBJECT: BUSINESS ECONOMICS**

**(Multiple Choice type Questions)**

1. Economics is derived from the Greek word oikonomios which means
  - a) Business Management
  - b) Business Economics
  - c) House Management
  - d) Wealth.
  
2. Who is called as father of Economics?
  - a) Adam Smith
  - b) Robinson
  - c) Marshall
  - d) George Bernard
  
3. Who expressed the view that Economics is neutral between ends...
  - a) Robbins
  - b) Marshall
  - c) Pigou
  - d) Adam smith
  
4. Economics is the science of wealth who gave this definition?
  - a) J.K.Mehta
  - b) Marshall
  - c) Robbin
  - d) Adam smith
  
5. Paul A. Samuelson has defined economics as \_\_\_\_\_
  - a) Science of Wealth
  - b) Science of Material well-being
  - c) Science of dynamic growth and development
  - d) None of these
  
6. Which of the following is related with controlling economic problems?
  - a) What to produce
  - b) How to produce
  - c) For whom to produce
  - d) All of the above.
  
7. Positive science concern with economics analysis
  - a) Cause relationship
  - b) Effect relationship
  - c) Cause and effect relationship
  - d) None of these



8. The existence of both public and private sector enterprises constitutes
  - a) Capitalist economy
  - b) Mixed economy
  - c) Socialist economy
  - d) None of the above
  
9. Capitalism refers to
  - a) The use of markets
  - b) Government ownership of capital goods
  - c) Private ownership of capital goods
  - d) Private ownership of homes & cars
  
10. An enquiry into the nature and causes of wealth of nations is the book of economist....
  - a) Samuelson
  - b) Adam smith
  - c) Robbins
  - d) Marshall
  
11. Economics is what economics do. It has not been supported by\_\_\_\_\_
  - a) Marshall
  - b) Richard Jones
  - c) Comte
  - d) Gunnar Myrdal
  
12. Peoples wants are
  - a) More
  - b) Limited
  - c) Unlimited
  - d) None of these
  
13. The subject matter of economics is \_\_\_\_\_
  - a) To ensure economic progress of the people
  - b) To run business
  - c) To satisfy unlimited wants with limited means
  - d) To mobilize resources and to use them
  
14. Under command economy, activities are guided by\_\_\_\_\_
  - a) The automatic price system
  - b) Government planning
  - c) The freedom of consumers
  - d) Competition
  
15. Who has given scarcity definition of economics?
  - a) Adam smith
  - b) Alfred Marshall
  - c) Robinsons
  - d) Robertson

16. Profits are denoted as, which of the following symbol?
- a) Sigma
  - b) Summation
  - c) Pie
  - d) Alpha
17. Sales maximization concept is given by \_\_\_\_\_
- a) Baumol
  - b) Samuelson
  - c) Marshall
  - d) Adam smith
18. Micro economic theory is also known as \_\_\_\_\_
- a) Business Theory
  - b) Price Theory
  - c) Individual theory
  - d) Cost Theory
19. Profit = \_\_\_\_\_
- a)  $TR+TC$
  - b)  $TR-TC$
  - c)  $TC-TR$
  - d)  $TR/TC$
20. Profit Maximisation goal is suitable for \_\_\_\_\_ and \_\_\_\_\_ markets
- a) Monopolistic and Oligopoly
  - b) Monopolistic and duopoly
  - c) Monopsony and duopsony
  - d) Perfect competition and monopoly
21. In economics the central problem is
- a) Scarcity
  - b) Money
  - c) Consumption
  - d) Production
22. Utility is measured by \_\_\_\_\_
- a) Wealth
  - b) Price
  - c) Income
  - d) Value or worth
23. The extra utility from consuming one more unit of a commodity is called\_
- a) Bonus utility
  - b) Additional utility
  - c) Surplus utility
  - d) Marginal utility

24. If marginal utility is zero \_\_\_\_\_
- Total utility is zero
  - An additional unit of consumption will decrease total utility
  - An additional unit of consumption will increase total utility
  - Total utility is maximum
25. The phrase ceteris paribus is best expressed as \_\_\_\_\_
- All else equal
  - Everything affects everything else
  - Scarcity is a fact of life
  - There is no such thing as a free lunch.
26. When the total utility curve reaches its maximum level, marginal utility \_\_\_\_\_
- Zero
  - Positive
  - Negative
  - Rising
27. In case of utility theory as income increases, marginal utility of money \_\_\_\_\_
- Decreases
  - Increases
  - Constant
  - None of these
28. Who has given the concept of consumer surplus\_
- Alfred Marshall
  - Robinsons
  - Pigou
  - None of these
29. Education is \_\_\_\_\_
- Merit goods
  - Specific goods
  - Both A & B
  - None of these
30. Utility means \_\_\_\_\_
- Power to satisfy a want
  - Usefulness
  - Willingness of a person
  - Harmfulness
31. Marginal utility is equal to average utility at that time when average utility is \_\_\_\_\_
- Increasing
  - Falling
  - Minimum
  - Maximum

32. At point of safety, marginal utility is \_\_\_\_\_
- a) Positive
  - b) Negative
  - c) Maximum
  - d) Zero
33. According to Marshall, the basis of consumer surplus is \_\_\_\_-
- a) Law of diminishing marginal utility
  - b) Law of equi-marginal utility
  - c) Law of proportions
  - d) All of the above
34. Demand is a function of \_\_\_\_\_
- a) Price
  - b) Income
  - c) Advertisement
  - d) Consumers
35. Total utility of a commodity is measured by which price of that commodity??
- a) Value in use
  - b) Value in exchange
  - c) Both A&B
  - d) Value of money
36. When we know the quantity of a product that buyers wish to purchase at each possible price, we know \_\_\_\_\_
- a) Demand
  - b) Supply
  - c) Excess Demand
  - d) Excess Supply
37. Which will cause a change in the demand for commodity X?
- a) A change in tastes
  - b) A change in income
  - c) A change in the price of X
  - d) A change in price of Complementary product
38. A market demand can be derived by adding all the individual demand curves \_\_\_\_\_
- a) Vertically
  - b) Horizontally
  - c) Parallel
  - d) Any of the above as long as it is consistent
39. A market demand schedule for a product indicates that \_\_\_\_\_
- a) There is an inverse relationship between price and quantity demanded
  - b) As the product's price falls, consumers buy less of the good
  - c) There is a direct relationship between price and quantity demanded
  - d) As a product's price rises, consumers buy less of other goods.

40. Other things being equal the law of demand implies that as \_\_\_\_\_
- a) The price increases, the quantity demanded will decrease
  - b) The price increases, the quantity demanded will increase
  - c) The demand for increases, the price will decrease
  - d) Income decreases, the quantity demanded will increase.
41. Law of demand does not include \_\_\_\_\_
- a) Price of commodity is an independent variable
  - b) Quantity demanded is a dependent variable
  - c) Cost of product
  - d) None of these.
42. For inferior commodities, income effect is \_\_\_\_\_ --
- a) Zero
  - b) Negative
  - c) Positive
  - d) Infinite
43. How to calculate per capital income?
- a) National income/ total production
  - b) National income/total employed population
  - c) National income /total personal income commercial
  - d) All of the above
44. Business Cycle also known as \_\_\_\_\_
- a) Trade cycle
  - b) Contraction
  - c) Expansion
  - d) Upper turning point
45. The main aim of monetary policy is \_\_\_\_\_
- a) To regulate cost and credit
  - b) To control inflation
  - c) To control foreign exchange
  - d) All of the above
46. Bank rate is also known as\_\_--
- a) Interest rate
  - b) CRR
  - c) SDR
  - d) Lending rate
47. Inflation means \_\_\_\_\_
- a) More money less value
  - b) Less money high value
  - c) More money more value
  - d) Less value less money

48. The taxation and public expenditure policy is known as \_\_\_\_\_
- a) Monetary policy
  - b) Fiscal policy
  - c) Trade policy
  - d) Pricing policies
49. When national income of a country is calculated in terms of constant prices, it is called as \_\_\_\_\_
- a) Nominal GNP
  - b) GNP at current prices
  - c) GNP at constant prices
  - d) GDP at constant prices
50. \_\_\_\_\_ is a variable budget
- a) Flexible budget
  - b) Fixed budget
  - c) Both A&B
  - d) None of these.
51. In India, the central monetary authority is the \_\_\_\_\_
- a) Federal Bank
  - b) State Bank
  - c) Reserve Bank of India
  - d) Indian Bank
52. \_\_\_\_\_ is the certain percentage of bank deposits which banks are required to keep with RBI in the form of reserves or balances.
- a) Cash reserve ratio
  - b) Statutory Liquid Ratio
  - c) Bank Rate
  - d) All of the above
53. \_\_\_\_\_ is known as Value Added Method to GDP
- a) Product method
  - b) Income method
  - c) Expenditure method
  - d) None of these
54.  $GDP \text{ Factor Cost} = \text{Net Value Added} + \text{_____} -$
- a) Income
  - b) Expenditure
  - c) Indirect taxes
  - d) Depreciation
55. \_\_\_\_\_ is measure of money, in which all kinds of goods and services produced in a country during one year are measured in terms of money at current prices.
- a) GDP
  - b) GNP
  - c) NDP
  - d) NNP

56. GNP value added= Gross value added + \_\_\_\_\_
- a) Domestic Private instrument
  - b) Net foreign investment
  - c) Net income from Abroad
  - d) Depreciation
57. NNP at factor cost = \_\_\_\_\_ indirect taxes + subsidies
- a) Net foreign Investment
  - b) Net income from abroad
  - c) Net National product at market prices
  - d) GNP at Market prices
58. Who prepares the fiscal policy?
- a) Government
  - b) IMF
  - c) RBI
  - d) World Bank
59. When the difference between the value of materials output and inputs are added up for all industries in the economy we arrive at \_\_\_\_\_
- a) NNP
  - b) GDP
  - c) GNP
  - d) NDP
60. Which is not a tool of fiscal policy?
- a) Public debt
  - b) Public taxation
  - c) Bill market
  - d) Public Expenditure

**DR.RAFIQ ZAKARIA CAMPUS-I**  
**MAULANA AZAD COLLEGE OF ARTS, SCIENCE & COMMERCE**  
**DEPARTMENT OF COMMERCE & MANAGEMENT SCIENCE**  
**CLASS: E.COM-I SEM. SUBJECT: COMMUNICATION SKILLS**

**(Multiple Choice type Questions)**

1. Communication is a
  - A. one way process
  - B. two way process.
  - C. three way process.
  - D. four way process
  
2. The main objective of communication is
  - A. information and persuasion.
  - B. skill and personality development.
  - C. control and management.
  - D. need.
  
3. The downward communication flow from
  - A. a subordinate to a superior.
  - B. a subordinate to a subordinate.
  - C. a superior to a superior.
  - D. a superior to a subordinate.
  
4. \_\_\_\_\_ channel of communication called the grapevine.
  - A. formal.
  - B. informal.
  - C. horizontal.
  - D. vertical.
  
5. Examples of oral communication\_\_\_\_
  - A. letter.
  - B. e-mail.
  - C. telephone.
  - D. fax.
  
6. How to make audio-visual communication effective?
  - A. the pictures are colourful.
  - B. clearly written.
  - C. speak politely
  - D. silent.
  
7. Advantage of written communication
  - A. save time.
  - B. save money.
  - C. permanent record.
  - D. neat.



8. Written communication includes
- A. reports & forms.
  - B. interviews.
  - C. film.
  - D. speaking.
9. Communication saves time in
- A. internal communication.
  - B. interview.
  - C. oral communication.
  - D. schedule.
10. The most important part of the letter is
- A. the heading.
  - B. date
  - C. body of the letter.
  - D. post script.
11. Advantage of oral communication
- A. permanent record.
  - B. legal document.
  - C. save time.
  - D. reaches slowly.
12. Normal salutation in chairman's speech will be
- A. Ladies and Gentlemen.
  - B. Dear Sir.
  - C. Respected Sir.
  - D. Madame.
13. Internal communication is a communication between
- A. banker and customer
  - B. superiors and subordinate.
  - C. salesman and buyer.
  - D. insurance company and its customer.
14. Telephonic conversation is a
- A. verbal communication.
  - B. non-verbal communication.
  - C. visual communication.
  - D. written.
15. Envelopes containing transparent papers to show the address are called
- A. window envelopes.
  - B. easy envelop.
  - C. address envelop.
  - D. front envelop.

16. the communication cycle, the process of re translation of signals into ideas is called
- A. encoding.
  - B. decoding.
  - C. response.
  - D. feedback.
17. If each line in the inside address is started after leaving a small gap, it is known as
- A. block form.
  - B. correct form.
  - C. indented form.
  - D. address form.
18. The inside address should be written
- A. below the salutation
  - B. above the heading.
  - C. above the salutation.
  - D. above the date.
19. Reports from the subordinates to the superiors take the form of
- A. upward communication.
  - B. downward communication.
  - C. face-to-face communication.
  - D. Visual Communication
20. Pictures, slides, films fall under
- A. body languages.
  - B. audio-visual communication.
  - C. reporting.
  - D. visual communication.
21. Realizing the potential of the self is part of the
- A. a. communication development.
  - B. b. language development.
  - C. c. skill development.
  - D. d. personality development.
22. Salutation
- A. comes above inside address.
  - B. begins at left hand margin of the letter.
  - C. comes at the end of the letter.
  - D. comes in body of the letter.
23. Messieurs
- A. a French term meaning gentlemen
  - B. used in singular.
  - C. is a title like Doctor
  - D. many.

24. A memo is an example for
- A. internal communication.
  - B. external communication.
  - C. lateral communication.
  - D. Written communication.
25. Gestures is an example for
- A. body language.
  - B. grammar.
  - C. speeches.
  - D. written.
26. Communication over telephone is an example for
- A. oral communication
  - B. audio-visual communication
  - C. internal communication.
  - D. written.
27. The term communis derived from \_\_\_ word.
- A. Greek.
  - B. Latin.
  - C. Chinese.
  - D. English.
28. Communication means \_\_\_ information, feeling and thoughts, with others.
- A. to receive.
  - B. exchange of .
  - C. conveying.
  - D. all the above.
29. Grapevine communication is associated with \_\_\_\_\_ communication.
- A. formal
  - B. informal
  - C. horizontal
  - D. vertical.
30. Lateral communication is between
- A. superior and subordinate.
  - B. same cadre of personal.
  - C. subordinate and superior.
  - D. Among all.
31. Audio Visual communication combines
- A. auditory only.
  - B. visual only.
  - C. both auditory & visual.
  - D. written.

32. Communication problems otherwise known as
- A. enquire.
  - B. barriers.
  - C. encoding.
  - D. decoding.

33. Posters fall under \_\_\_\_\_ communication.
- A. oral.
  - B. visual.
  - C. written.
  - D. Spoken

ANSWER: B

34. . Informal communication is otherwise known as \_\_\_\_\_ communication.
- A. grapevine.
  - B. lateral.
  - C. visual.
  - D. horizontal.

35. Horizontal communication flows through
- A. face-to-face discussion.
  - B. telephonic talk.
  - C. periodical meeting.
  - D. all the above.

36. Face-to-face communication is a
- A. visual communication.
  - B. direct conversation.
  - C. oral communication
  - D. written.

37. Physical Barriers to communication are
- A. time and distance.
  - B. interpretation of words.
  - C. denotations.
  - D. connotations.

38. \_\_\_\_ is the process of arriving at agreement through consultation.
- A. consensus.
  - B. horizontal.
  - C. vertical.
  - D. meaning.

39. Information must be
- A. accurate, complete, recent.
  - B. inaccurate, incomplete.
  - C. irregular.
  - D. clear.

40. Effective advice\_\_\_\_\_
- A. is both man-oriented and work oriented.
  - B. is given in the workers interest.
  - C. promotes understandings.
  - D. all the above.
41. All the media available can be broadly classified into \_\_\_\_\_groups.
- A. two.
  - B. three.
  - C. four.
  - D. five.
42. Audio-Visual communication is most suitable for mass\_\_\_\_and mass\_\_\_\_\_
- A. publicity & education.
  - B. policies & political.
  - C. save & store.
  - D. Publicity & policies.
43. \_\_\_\_\_ communication is the most popular means of transmitting message.
- A. written
  - B. oral.
  - C. visual.
  - D. face-to-face.
44. Audio-visual communication that makes use of telecast, short films on the cinema screen & video Tapes is.....medium.
- A. old.
  - B. latest.
  - C. both.
  - D. traditional.
45. The inside address is typed \_\_\_\_\_
- A. right hand side.
  - B. left hand side.
  - C. right hand bottom.
  - D. last.
46. On the \_\_\_\_\_ it is possible to get immediate feedback
- A. letter.
  - B. telephone.
  - C. e-mail.
  - D. fax.
47. Which of the following is correct
- A. on my address.
  - B. to my address.
  - C. an my address.
  - D. The my Address.

48. When Respected Sir is the salutation the appropriate complimentary clause is \_\_\_\_\_
- A. Yours sincerely.
  - B. Yours faithfully.
  - C. Yours affectionately.
  - D. Yours Lovingly.
49. Appropriate salutation for an application is
- A. My Dear Sir.
  - B. Sir.
  - C. Dear Sir.
  - D. Sir Mr. X.
50. Margin to a letter is like \_\_\_\_\_
- A. frame of a picture.
  - B. evidence for the communication.
  - C. engine to a machine.
  - D. borders.
51. Conciseness means
- A. brevity.
  - B. courtesy.
  - C. coherence.
  - D. convincing.
52. . Date of the letter shall be placed in the \_\_\_\_\_ hand corner of a letter.
- A. left .
  - B. right.
  - C. both (1 & 2).
  - D. any where in a letter.
53. Good punctuation will not involve
- A. rereading.
  - B. ambiguity.
  - C. both.
  - D. misunderstanding.
54. Verification of the performance of communication is associated with \_\_\_\_\_
- A. communication audit.
  - B. communication training.
  - C. communication process.
  - D. communication process.
55. A group discussion of a real life situation with in a training environment is
- A. discussion.
  - B. listening.
  - C. case study method.
  - D. all of the above.

56. Bad Listeners will make \_\_\_\_\_ communication
- A. good.
  - B. bad.
  - C. excellent.
  - D. rather favorable
57. Subscription of a letter \_\_\_\_\_
- A. contains principal message.
  - B. contains name and address of the receiver.
  - C. contains name and address of the sender.
  - D. Place and date.
58. Post script appears in a letter\_\_\_\_
- A. in the beginning.
  - B. in the middle.
  - C. in the end.
  - D. never appears.
59. One of the major drawbacks of the grapevine is that it may spread \_\_\_\_\_news which may sometimes prove harmful even to the employees.
- A. baseless.
  - B. good.
  - C. urgent.
  - D. secret.
60. Complementary close or subscription always be \_\_\_\_\_ with salutation.
- A. different.
  - B. consistent.
  - C. parallel.
  - D. Similar
61. The possibility of misunderstanding at any step \_\_\_\_\_
- A. brain drain.
  - B. output.
  - C. channel.
  - D. medium.
62. The information the receiver gets is called \_\_\_\_\_
- A. message.
  - B. output.
  - C. input.
  - D. source.
63. . Sources of information \_\_\_\_\_
- A. old files.
  - B. observation.
  - C. meeting.
  - D. all the above.

64. Information about its products is \_\_\_\_information.
- A. external.
  - B. internal.
  - C. planning.
  - D. deciding.
65. The usual forms of greetings used for unmarried women \_\_\_\_\_
- A. Mr.
  - B. Mrs.
  - C. Madam.
  - D. Gentlemen.
66. A business letter serves as a record for \_\_\_\_-reference.
- A. past.
  - B. present.
  - C. future.
  - D. both (2) & (3).
67. \_\_\_\_ is the essential aspect of communication
- A. enclosure.
  - B. letter.
  - C. telephone.
  - D. feedback.
68. Communication is the \_\_\_\_ of business.
- A. Backbone.
  - B. . life blood.
  - C. nervous system.
  - D. both (1) & (2). Answer:
69. The aim of\_\_\_\_\_ should be the organization's betterment.
- A. order.
  - B. warning.
  - C. suggestion.
  - D. Counseling.
70. Warning can be\_\_\_\_\_
- A. general or specific
  - B. specific.
  - C. particular.
  - D. Completely general.
71. Motivation should be achieved through\_\_\_\_\_
- A. monetary incentives.
  - B. making the workers participate in the decision making process.
  - C. making achievement goals very specific.
  - D. None of the above.



72. \_\_\_\_\_ is impersonal and professional
- A. counselling
  - B. advice
  - C. suggestion
  - D. warning
73. \_\_\_\_ implies respect for the readers point of view.
- A. consideration.
  - B. order
  - C. courtesy.
  - D. none.
74. For Consideration \_\_\_\_\_
- A. adopt the you-attitude in your message.
  - B. avoid gender bias.
  - C. emphasize positive, pleasant facts.
  - D. all the above.
75. Correctness implies\_\_\_\_\_
- A. giving correct facts.
  - B. at an appropriate time.
  - C. in a suitable.
  - D. all the above.
76. \_\_\_\_\_ are welcome, for it is not obligatory to accept them.
- A. suggestion.
  - B. order.
  - C. courtesy.
  - D. complaint.
77. \_\_\_\_\_ Communication is unsuitable for lengthy message.
- A. oral.
  - B. written.
  - C. vertical.
  - D. audio visual.
78. Communication is something so simple and difficult that we can never put it in simple words says\_\_\_\_
- A. T.S.Matthews.
  - B. Peter.F.Drucker.
  - C. Newman.
  - D. James
79. \_\_\_\_ may be less important for small business
- A. letter-writing.
  - B. telephone.
  - C. e-mail.
  - D. fax.

80. \_\_\_\_ Communication is the most popular means of transmitting message.
- A. written.
  - B. oral.
  - C. visual.
  - D. face-to-face.
81. Audio-Visual communication that makes use of telecast, Short films on the cinema screen & Video tapes is \_\_\_\_ medium.
- A. old.
  - B. latest.
  - C. both.
  - D. very latest.
82. \_\_\_\_ is a more powerful agent of persuasion and control.
- A. speaker.
  - B. receiver.
  - C. speech.
  - D. decoder
83. \_\_\_\_ is quite often a physical barrier to communication
- A. noise.
  - B. interpretation of words
  - C. by passed instruction.
  - D. all of the above.
84. \_\_\_\_ refers to the special language of a trade.
- A. jargon.
  - B. expression.
  - C. colloquialism.
  - D. Suggestion
85. Audio-Visual communication is \_\_\_\_
- A. sight.
  - B. sound.
  - C. both (a) & (b).
  - D. noise.
86. \_\_\_\_ is the process of arriving at agreement through consultation
- A. consensus.
  - B. horizontal.
  - C. vertical.
  - D. upward.
87. Contents of offers and quotation are \_\_\_\_
- A. details of product.
  - B. pleasing tone.
  - C. request for price.
  - D. request for traders information.

88. Effective advice\_\_\_\_
- A. is both man-oriented & work oriented.
  - B. is given in the workers interest.
  - C. promotes understandings.
  - D. all the above.
89. All the media available can be broadly classified into \_\_\_\_groups.
- A. two.
  - B. three.
  - C. four.
  - D. five.
90. Audio-Visual communication is most suitable for mass\_\_\_\_and mass \_\_\_\_
- A. publicity & education
  - B. policies & political.
  - C. save & store.
  - D. Education & political.
91. Employees should encourage giving \_\_\_\_\_
- A. information.
  - B. guidelines.
  - C. suggestion.
  - D. order.
92. \_\_\_\_\_ is the information or ideas the sender wants to give the receiver
- A. input
  - B. channel
  - C. message
  - D. output
93. The letter of acknowledgement \_\_\_\_\_
- A. provides a record.
  - B. shows courtesy.
  - C. avoids misunderstanding
  - D. serves all the above purposes.
94. The letter should be based on\_\_\_\_\_
- A. I attitude
  - B. you attitude
  - C. we attitude.
  - D. my attitude.
95. The reimbursement of expenses is generally made by the \_\_\_\_
- A. principal.
  - B. agent.
  - C. subordinate.
  - D. owner.

96. Interpretation of data is followed by \_\_\_\_
- A. recommendation.
  - B. suggestion.
  - C. conclusions.
  - D. complaint.
97. Communication network in any organization is \_\_\_\_
- A. internal & external.
  - B. verbal & written.
  - C. oral & non-verbal.
  - D. feedback.
98. Ability to communicate effectively \_\_\_\_
- A. is inborn.
  - B. can be developed
  - C. cant be developed.
  - D. is not necessary.
99. Empathy leads to \_\_\_\_
- A. greater receptivity.
  - B. more involvement.
  - C. greater focus.
  - D. causality.
100. In telephonic talk the message should be \_\_\_\_
- A. brief.
  - B. convoluted.
  - C. evasive.
  - D. all the Above.
101. Colours also have a \_\_\_\_ effect.
- A. psychological.
  - B. physiological.
  - C. sociological.
  - D. socio psychological.
102. Blue colour refers \_\_\_\_
- A. sincerity.
  - B. traditional.
  - C. danger.
  - D. faith.
103. Gray colour refers \_\_\_\_
- A. confidence & wisdom
  - B. cheerfulness & vigour.
  - C. life & coolness.
  - D. danger.

104. . Bold colour in a report implies \_\_\_\_\_

- A. emphasis.
- B. attention.
- C. power.
- D. traditional.

105. When the words spoken or written in the communication are not understood by the receiver in the same sense it was sent by the sender it is called \_\_\_\_ barrier.

- A. . semantic barrier.
- B. physical barrier.
- C. socio-psychological.
- D. psychological.

ANSWER: A

106. . Informal communication is otherwise known as \_\_\_\_\_

- A. person to person communication.
- B. internal communication.
- C. external communication.
- D. Authoritative communication.

107. Facial expressions and gestures are known as \_\_\_\_\_

- A. face to face communication.
- B. oral communication.
- C. both 1 & 2.
- D. Multimedia communication.

108. Television is an example of \_\_\_\_\_ means of communication

- A. audio-visual communication.
- B. visual communication.
- C. computer based communication.
- D. oral communication.

109. A business letter written on fifteenth day in the month of January 2004 may be dated like this \_\_\_\_\_

- A. 15.01.2004.
- B. Jan 15th 2004.
- C. 15.01.04.
- D. All are correct.

110. Listening helps to make \_\_effective.

- A. communication
- B. oral communication
- C. both a & b
- D. report

111. Communication in an organization should ideally flow \_\_\_\_\_

- A. from top to bottom.
- B. from bottom to top.
- C. both ways.
- D. horizontally.

112. The official record of the proceeding of a meeting is known as \_\_\_\_\_

- A. agenda.
- B. minutes.
- C. prospectus.
- D. report.