

QUESTION BANK

B.Com(H)

SEMESTER VI

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QUESTION BANK

PROJECT MANAGEMENT

BCOM- 302

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UNIT – I

I MULTIPLE CHOICE QUESTIONS:

1. What is the term for organisational development through a formally designed organisational structure?
- A. Organic
 - B. Mechanistic
 - C. Formal
 - D. Structured

ANSWER: B

2. How can organisational structures that are characterised by democratic and inclusive styles of management be described?
- A. Hierarchical
 - B. Bureaucratic
 - C. Flat
 - D. Functional

ANSWER: C

3. Specialisation is a feature of which organisational structure?
- A. Matrix
 - B. Divisional
 - C. Multi-divisional
 - D. Functional

ANSWER: D

4. What is the term for an autonomous business entity within an overall corporate enterprise which is set apart from other areas of the business?
- A. Subsidiary
 - B. Strategic partnership
 - C. Strategic alliance
 - D. Strategic business unit

ANSWER: D

5. What is not a purpose of an organisational structure?
- A. To coordinate people and resources
 - B. To organise lines of communication
 - C. To formalise authority
 - D. To limit workers' right

ANSWER: D

6. The cost reduction technique in comparison to the worth of a product is known as
- A. Reverse engineering
 - B. Value engineering
 - C. Material engineering
 - D. Quality engineering

ANSWER: B

7. Value analysis examines the
- A. Design of every component
 - B. Method of manufacturing
 - C. Material used
 - D. All of the above

ANSWER: D

8. Who is named as Father of Value Analysis?

- A. Lawrence D. Miles
- B. George Terborgh
- C. Michael Jucius
- D. Edwin B. Flippo

ANSWER: A

9. Constructive and destructive conflict are distinguished from each other in which of the following ways?

- A. constructive conflict is We-oriented; destructive conflict is Me-oriented
- B. constructive conflict is characterized by de-escalation of the conflict; destructive conflict is characterized by escalation of the conflict
- C. constructive conflict is characterized by cross-complaining; destructive conflict is characterized by flexibility
- D. both a and b

ANSWER: D

10. Constructive and destructive anger can be distinguished from each other by the

- A. intensity of the anger
- B. flexibility of the anger
- C. duration of the anger
- D. both a and c

ANSWER: D

11. Which of the following is not a characteristic of conflict?

- A. expressed struggle
- B. independent parties
- C. perceived incompatible goals
- D. perceived interference for outside parties

ANSWER: B

12. Which of the following can be validly concluded from research on intercultural conflict management?
- A. collectivist and individualist cultures typically favor different conflict management styles
 - B. the key to effective intercultural conflict management is flexible use of conflict management styles
 - C. disagreement should be discouraged when communicating with individuals from diverse cultures
 - D. both a and b

ANSWER: D

13. Conflict is
- A. an unavoidable fact of life
 - B. sometimes constructive
 - C. a destructive force in relationships if continually avoided
 - D. all of the above

ANSWER: D

14. Which of the following is a tactic of avoiding conflict?
- A. competing
 - B. stonewalling
 - C. autonomy
 - D. compromising

ANSWER: B

15. What are the two types of change management?
- A. Real change and superficial change
 - B. Incremental change and circular change
 - C. Radical change and transformational change
 - D. Incremental change and transformational change

ANSWER: D

16. In high collectivist cultures, leaders need to emphasize:
- A. Long-term implications of the change on the wider community
 - B. Short-term implications of the change on the wider community
 - C. Material implications of the change on the wider community
 - D. Personal implications of the change on the wider community

ANSWER: A

17. In high power distance cultures:
- A. change tends to be implemented top down.
 - B. change tends to be implemented bottom up.
 - C. leaders must consult lower level employees.
 - D. change tends to be implemented horizontally.

ANSWER: A

18. The three stages of the change process are:
A. unfreezing, adjustment, and refreezing.
B. adjustment, unfreezing, and refreezing.
C. adjustment, unfreezing, and re-adjustment.
D. adjustment, re-adjustment, and unfreezing.
ANSWER: A
19. The five stages of the coping cycle are (in order):
A. Denial, defence, discarding, adaptation, internalization
B. Defence, denial, discarding, adaptation, internalization
C. Denial, resistance, discarding, adaptation, internalization
D. Denial, defence, resistance, adaptation, internalization
ANSWER: A
20. Dunphy and Stace (1993) identified:
A. Three styles of change management
B. Two styles of change management
C. Four styles of change management
D. Five styles of change management
ANSWER: C
21. Improving quality through small, incremental improvements is a characteristic of what type of quality management system?
A. Just-in-time
B. Six Sigma
C. Total Quality Management
D. Kaizen
ANSWER: D
22. Where was Total Quality Management first developed?
A. USA
B. UK
C. Japan
D. Korea
ANSWER: C
23. Which of the following are key components of a Total Quality Management system?
A. Individual responsibility, incremental improvement, use of raw data
B. Collective responsibility, continual improvement, use of raw data
C. Group responsibility, staged improvement, knowledge
D. Involves everyone, continual improvement, use of data and knowledge
ANSWER: D

24. What is the term for the monitoring of events both internal and external to the organisation that affects strategy?
- A. Operational control
 - B. Strategic surveillance
 - C. Strategic control
 - D. Environmental scanning

ANSWER: B

25. When a manager monitors the work performance of workers in his department to determine if the quality of their work is 'up to standard', this manager is engaging in which function?
- A. Planning
 - B. Controlling
 - C. Organising
 - D. Leading

ANSWER: B

II SHORT ANSWER TYPE QUESTIONS:

1. Explain how effective project management contributes to achieve strategic objectives.
2. Explain the limitations of using the existing functional organization to administer and complete projects.
3. Explain the limitations of project team approach.
4. Identify three components of the corporate strategy model in the context of project management.
5. Highlight the importance of identifying critical project stakeholders and managing them within the context of project management.
6. Explain the strengths and weaknesses of three basic forms of organizational structure and their implications for managing projects.
7. Discuss the disadvantages of matrix organizational structure.
8. Discuss how companies can change their structure into a “heavyweight project organization” structure to facilitate effective project management practices.
9. Identify the characteristic of three forms of project management office.
10. Explain the key concepts of corporate culture.
11. What is control tower model.
12. Explain the advantages of using the existing functional organization to administer and complete projects.
13. Explain the benefits of project team approach.
14. Discuss the division of functional manager responsibilities and project manager in a matrix organizational structure.
15. Discuss the benefits of matrix organizational structure.
16. Explain the key project considerations in the successful execution of a project.
17. Explain the key characteristics which capture the essence of organizational culture.
18. Discuss the cultural dimensions of an organizational supportiveness in a project management.
19. What is change management in the context of project management.
20. Explain the concept of project quality management.

21. What do you mean by value engineering.
22. Explain the concept of conflict resolution.
23. Discuss the role of line manager.
24. Explain the responsibilities of a project leader.
25. Explain the significance of team management in the management of a project.

III LONG ANSWER TYPE QUESTIONS:

1. Explain the role of organizational strategy in Successful execution of a project.
2. “Internal stakeholders play a pivotal role in management of a project”. Explain.
3. Explain in detail the roles and responsibilities of a project leader.
4. Explain in detail the various leadership styles for project managers.
5. Explain the strengths and weaknesses of functional structures in a Project.
6. What is project organization structure? Highlight the strengths and weaknesses of Project structures.
7. With the help of a suitable example, explain the matrix organization structure.
8. Explain the impact of organizational structure on project performance.
9. What is project management office? Highlight their significance.
10. Explain in detail the alternative levels of project offices.
11. Discuss the formulation of organizational culture in successful execution of a project.
12. What are the implications of an organizational culture on the project management process.
13. Discuss how developing a strategic vision and sense of mission is important in understanding the challenge of strategic project management.
14. “Making cross functional decisions is important in understanding the challenge of strategic project management”. Explain.
15. What are some of the key organizational elements that can affect the development and maintenance of a supportive organizational culture?
16. Identify the positive effects of a supportive organizational culture on project management practices versus those of a culture that works against project management.
17. Explain the methods of sustaining an organizational culture in the light of Project management.
18. Explain in detail the relationship between project manager and line manager.
19. Explain in detail the concept of team management and diversity management.
20. Explain the role of quality management in the successful execution of a project.
21. Explain the steps involved in managing stakeholders of a project.
22. Explain the forms of organizational structure involved in the management of a project.
23. How do projects serve to allow an organization to realise the organizational objectives?
24. Discuss how “Formulating, implementing and evaluating” is important in understanding the challenge of strategic project management.
25. Explain how making cross functional decisions in a project serve to allow an organization to realise the organizational objectives?

UNIT – II

I MULTIPLE TYPE QUESTIONS:

1. "How will conflicts over resources/facility usage between this and other projects be settled?", is critically settled at level
 - A. Main program
 - B. Project formation
 - C. Project Buildup
 - D. Project BuildupANSWER: B

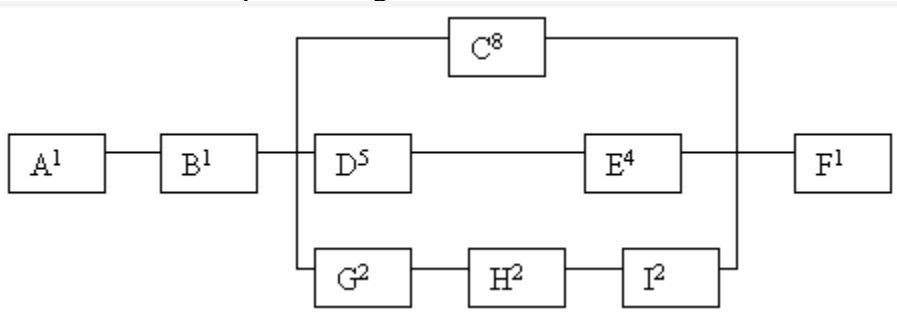
2. Level which includes disposition of project's assets and personnel, is
 - A. First Stage
 - B. Second Stage
 - C. Third stage
 - D. Fourth stageANSWER: D

3. A mean for monitoring and controlling organization's strategic projects is
 - A. Project Monitoring process
 - B. Project Portfolio Process
 - C. Project Portfolio Plan
 - D. Project Portfolio PhaseANSWER: B

4. Projects provide an excellent growth environment for future executives and for developing
 - A. Sales skills
 - B. Manufacturing skills
 - C. Managerial skills
 - D. Execution skillsANSWER: C

5. Favored technique for resolving conflict is
 - A. Negotiating
 - B. Conciliation
 - C. Removal of participants
 - D. Not entertaining themANSWER: A

6. What is the critical path through the network above?



- A. ABGHIF
- B. ABDEF
- C. ABGHIF & ABDEF
- D. ABCEF

ANSWER: B

7. What would be the critical path if the duration of activity C increased to 10?

- A. ABCF
- B. ABCEF
- C. ABGHIF
- D. ABGHIF & ABDEF

ANSWER: A

8. If the Earned Value is equal to Actual Cost, it means:

- A. Project is on budget and on schedule
- B. Schedule Variance Index is 1
- C. There is no schedule variance
- D. There is no cost variance

ANSWER: D

9. A critical path network diagram does NOT:

- A. Help determine the amount of float
- B. Identify the particularly important activities
- C. Calculate earned value
- D. Calculate the duration of the whole project

ANSWER: C

10. A Gantt chart is used to show a project timeline diagrammatically.

- A. True
- B. False

ANSWER: A

11. Changes to the project involve moving from:

- A. Project control stage to project definition stage
- B. Project control stage to project planning stage
- C. Project control stage to understanding the project environment stage

D. None of the above

ANSWER: A

12. The project life cycle consists of
- A. Understanding the scope of the project
 - B. Objectives of the project
 - C. Formulation and planning various activities
 - D. All of the above

ANSWER: D

13. Developing a technology is an example of
- A. Process
 - B. Project
 - C. Scope
 - D. All of the above

ANSWER: B

14. Resource requirement in project becomes constant while the project is in its _____ progress stage.
- A. 40 to 55%
 - B. 55 to 70%
 - C. 70 to 80%
 - D. 80 to 95%

ANSWER: D

15. Five dimensions that must be managed on a project
- A. Constraint, Quality, Cost, Schedule, Staff
 - B. Features, Quality, Cost, Schedule, Staff
 - C. Features, priority, Cost, Schedule, Staff
 - D. Features, Quality, Cost, Schedule, customer

ANSWER: B

16. Considers the total cost of ownership, or development plus support costs, for a project.
- A. Learning Curve Theory
 - B. Life Cycle Costing
 - C. Parametric Modeling
 - D. Rate of Performance

ANSWER: B

17. A time-phased budget that project managers use to measure and monitor cost performance.
- A. Cost Baseline
 - B. Cost Budgeting
 - C. Cost Estimating
 - D. Cost Variance

ANSWER: A

18. Costs that are not directly related to the products or services of the project, but are indirectly related to performing the project.
- A. Intangible Costs
 - B. Sunk Cost
 - C. Tangible Costs
 - D. Indirect Costs
- ANSWER: D
19. Relationship based on unrelated level of activity and past data of cost is measured with help of
- A. cost estimation
 - B. price estimation
 - C. unit estimation
 - D. production estimation
- ANSWER: A
20. In estimation of cost functions, variations in a single activity level represents the
- A. related total costs
 - B. related fixed cost
 - C. related variable cost
 - D. related per unit cost
- ANSWER: A
21. The latest finish time for an activity:
- A. Equals the min. of $LFT - t$ for all immediate successors
 - B. Equals the max. of $LFT - t$ for all immediate predecessors.
 - C. Equals the max. of $EST + t$ for all immediate predecessors.
 - D. Equals the min. of $EST + t$ for all immediate successors.
- ANSWER: A
22. Which of the following statements is true?
- A. PERT is considered as a deterministic approach and CPM is a probabilistic techniques.
 - B. PERT is considered as a probabilistic techniques and CPM is considered as a deterministic approach.
 - C. PERT and CPM are both probabilistic techniques.
 - D. PERT and CPM are both considered as deterministic approaches.
- ANSWER: B
23. In corporate costs, cost incurred to finance construction of new equipment are classified as
- A. treasury costs
 - B. discretionary costs
 - C. human resource management costs
 - D. corporate administration costs
- ANSWER: A

24. An uncertain event or condition that, if it occurs, has a positive or negative effect on a project objectives is termed.

- A. Random Chance
- B. Disaster
- C. Risk
- D. Hazard

ANSWER: C

25. The cost impact of a risk event occurring as a project proceeds through its life cycle tends to

- A. Slowly rise
- B. Slowly drop
- C. Drop sharply and then level out
- D. Rise sharply and then level out

ANSWER: A

II SHORT ANSWER QUESTIONS:

1. What do you mean by project planning.
2. List out the types of organization structure in project management.
3. Explain the techniques of simulation in project management.
4. Explain the term PERT and CPM.
5. What is crashing?
6. Write the advantages of Gantt chart.
7. What are the types of project organization.
8. What are the methods available in budgeting the project.
9. What is meant by work break down structure.
10. Explain the concept of Total slack, Free slack and Independent slack. Also give formula for their computation.
11. Briefly discuss the various methods of resource allocation in project management.
12. Elaborate your understanding about Feedforward Project Control.
13. Discuss the various quality control methods those are prevalent in project management.
14. Discuss the various methods of resource allocation in any project.
15. Explain the factors affecting the control of project cost.
16. What are different levels of forecasting? Also explain the errors in demand forecasting.
17. What are the traditional methods of financial evaluation of projects? Why are they considered deficient?
18. Explain the steps in project management planning process.
19. How a project is controlled?
20. What is project organization?
21. What do you mean by Financing of project?
22. What are the factors, which control the cost of a project? Discuss briefly on each. How does time over-run affect the project cost?
23. Explain why TQM is important in project management?
24. Bring out the difference between CPM (Critical Path Method) and PERT (Program Evaluation and Review Techniques) and their suitability of use.

25. There exists a trade -off between activity duration and the associated cost. Discuss the time/cost trade off in project management. When should one resort to crashing? Discuss.

III LONG ANSWER QUESTIONS:

1. Describe the concept of work break down structure in project planning.
2. What do you mean by budget uncertainty? How risk is managed in projects?
3. How the projects are planned, monitored and controlled in cycle process?
4. What are the methods used in evaluating, auditing and terminating a project?
5. A project has a following time schedule:

Activity	1-2	1-3	1-4	2-5	3-6	3-7	4-6	5-8	6-9	7-8	8-9
Time in weeks	2	2	1	4	8	5	3	1	5	4	3

Construct PERT network and compute:

- i. Total float for each activity
 - ii. Critical path and its duration
6. Discuss the allocating scarce resources and Goldratt's critical chain.
 7. Elaborate the methods of project budgeting in detail with examples.
 8. Discuss the guidelines for construction of the project network and enumerate the differences between PERT and CPM networks.
 9. Explain the various types of project organization and discuss its suitability for different projects.
 10. Explain the concept of cost estimating and cost improvement in project budgeting.
 11. Explain in detail Goldratt's critical chain in resources allocation and its limitations.
 12. What are the roles of multidisciplinary teams in planning and budgeting of a project.
 13. What is a matrix organisation? What are the advantages of this organisation design when used for Project Management?
 14. "Effective management of materials and equipment play a vital role in Project Management". Comment !
 15. "Costing is a guesstimate and pricing is a strategy". Elaborate.
 16. Discuss in detail the various factors affecting the control of project cost.
 17. "Lean organisations cannot function without empowerment". Explain.
 18. Discuss the different types of cost estimating in the life cycle of project.

19. Data obtained from a capital shutdown project are given below with three time estimate.

Activity	Preceding Activity	Duration in Weeks		
		a	m	b
A	-	7	10	12
B	A	9	12	17
C	-	16	18	20
D	C	20	24	26
E	-	2	1	3
F	E, B, D	5	2	12
G	F	6	4	14

- (a) Draw the project network diagram.
 - (b) Identify the critical path and activity.
 - (c) Calculate the variance and SD for the project.
20. Elaborate on the concept of "Earned Value of the Budget" in PERT/COST System.
21. How does management of projects with the aid of network analysis helps design and procurement of materials and equipment in line with the priorities? Explain.
22. Explain the pitfalls in the traditional method of cost accounting and expenditure control in projects.
23. What do you understand by "Feedforward Project Control"? How do you compare it with Feed Back System? Explain the role of Feedforward Control in MIS for project management.
24. Discuss the relevant and different types of cost to be estimated in the life cycle of a project. How does the level of accuracy increase progressively?
25. What is matrix organisation? Explain its advantages and disadvantages in project management.

UNIT - III

I MULTIPLE CHOICE QUESTIONS:

1. Evaluation process of proposed projects or groups of projects is known as:
- A. Project Analysis
 - B. Project Compilation
 - C. Project selection
 - D. Project Documentation

ANSWER: C

2. Nature of interrelationships between components in a system defines the
- A. Function of system
 - B. Structure of system
 - C. Environment of system
 - D. Platform of system

ANSWER: B

3. Listing goals of each existing and proposed project is first step in
- A. Data Collection
 - B. Establishment of Project council
 - C. Prioritizing the projects
 - D. Identification of project categories

ANSWER: D

4. For any project word objective is held to be synonymous with
- A. Fact
 - B. Option
 - C. Opinion
 - D. Assumption

ANSWER: A

5. Which of these is not one of the constraints of a project?
- A. Scope
 - B. Resources
 - C. Team
 - D. Budget

ANSWER: C

6. Which of the following is not correct about initial phase of a project?
- A. The cost associated at the beginning of the project is highest.
 - B. Stakeholders have maximum influence during this phase
 - C. The highest uncertainty is at this stage of the project.
 - D. All the above statements are correct.

ANSWER: A

7. Which is the first stage in the project management model?
- A. Understanding the project environment
 - B. Project definition
 - C. Project control
 - D. Project planning

ANSWER: A

8. A clear hierarchy of objectives in the project definition would NOT normally contain:
- A. The purpose
 - B. An End result

- C. Success criteria
 - D. Control mechanisms
- ANSWER: D

9. Which of the following is a factor that influences project selection?
- A. Perceived and real needs
 - B. List of potential and ongoing projects
 - C. Current organizational environment
 - D. All of the above

ANSWER: D

10. The primary deliverable from the project identification and selection phase is a:
- A. schedule of specific IS development projects.
 - B. Statement of Work.
 - C. mission statement.
 - D. design strategy.

ANSWER: A

11. When classifying and ranking projects, which of the following refers to the amount and type of resources the project requires and their availability?
- A. Value chain availability
 - B. Business placement
 - C. Resource availability
 - D. Potential benefits

ANSWER: C

12. When classifying and ranking projects, which of the following refers to the extent to which the project is viewed as helping the organization achieve its strategic objectives and long-term goals?
- A. Resource availability
 - B. Business placement
 - C. Strategic alignment
 - D. Potential benefits

ANSWER: C

13. During feasibility analysis it is necessary to examine several alternative solutions because
- (i) a comparison of alternatives will lead to a cost-effective solution
 - (ii) a pre-conceived single solution may turn out to be unimplementable
 - (iii) it is always good to examine alternatives
 - (iv) management normally looks at alternatives
- A. i and iii
 - B. i and iv
 - C. i and ii
 - D. ii and iv

ANSWER: C

14. Goals are identified by
- A. discussion with all concerned
 - B. pinpointing unsatisfactory performance
 - C. finding poor management
 - D. examining a variety of documents
- ANSWER: B
15. By technical feasibility of a solution we mean that
- A. technology is available to implement it
 - B. persons are available to implement it
 - C. persons have technical ability to implement it
 - D. funds are available to implement it
- ANSWER: A
16. By operational feasibility we mean
- A. the system can be operated nicely
 - B. the system is unusable by operators
 - C. the system can be adapted by an organization without major disruptions
 - D. the system can be implemented
- ANSWER: C
17. By economic feasibility of a system we mean that
- A. it is economical to operate
 - B. it is expensive to operate
 - C. it will be cost-effective if implemented
 - D. finances are available to implement the system and it will be cost – effective
- ANSWER: D
18. The following are the most important points of a detailed system proposal
- (i) who will supply and install the required equipment
 - (ii) cost-benefit analysis
 - (iii) comparison of alternative solutions
 - (iv) implementation plan
- A. i, ii and iii
 - B. i, iii and iv
 - C. ii, iii and iv
 - D. ii and iii
- ANSWER: C
19. At the end of the feasibility study the systems analyst
- A. meets the users for a discussion
 - B. gives a summary feasibility report to the management
 - C. gives a systems proposal to management
 - D. tells the top management if the system is not feasible

ANSWER: B

20. The process of determining whether an entrepreneur's idea is a viable foundation for creating a successful business is known as a:
- A. feasibility analysis
 - B. business plan
 - C. strategic analysis
 - D. industry analysis

ANSWER: A

21. A cost-benefit analysis is performed to assess
- A. economic feasibility
 - B. operational feasibility
 - C. technical feasibility
 - D. all of the above

ANSWER: A

22. The primary objective of cost-benefit analysis is
- A. to find out direct and indirect cost of developing the information system
 - B. to determine the tangible benefits of the information system
 - C. to determine if it is economically worthwhile to invest in developing the information system
 - D. to determine the intangible benefits of the information system

ANSWER: C

23. The following assumptions are made in case of break even analysis, except
- A. All fixed costs are fixed
 - B. All variable costs are fixed
 - C. The prices of input factors are constant
 - D. Volume of production and volumes of sales are equal

ANSWER: B

24. At breakeven point there is
- A. Profit
 - B. Loss
 - C. No profit or loss
 - D. None of these

ANSWER: C

25. Which of the following should be taken into account when planning a project?
- A. Social environment
 - B. Political environment
 - C. Operational environment
 - D. All of the above

ANSWER: D

II SHORT ANSWER QUESTIONS:

1. What is a Project?
2. How important is it for a project manager to be 'proactive'?
3. What qualities are required to be an effective project manager?
4. What is project management?
5. Explain Project Cycle Management?
6. Discuss the characteristics of projects.
7. Discuss the rights and duties of project managers.
8. What are the phases of the project cycle?
9. What is a feasibility study?
10. Why is a feasibility study important?
11. Who should do a feasibility study?
12. Discuss the various feasibility studies to be conducted in an organization.
13. How can feasibility study help in efficient achievement of organizational goals?
14. What are the organizational needs for the project to succeed?
15. Differentiate between feasibility study and business plan.
16. Discuss the methodology of break-even analysis.
17. What all should be considered while carrying out an feasibility study.
18. Explain the problems being faced by an manager during feasibility study.
19. How to determine the break-even point for a project.
20. What is the most important criterion when an organization chooses a project-selection model?
21. From the point of initiation, why should assumptions be documented?
22. What are the project's success criteria?
23. Discuss the importance of business feasibility study.
24. What do you mean by pay-back period?
25. Why do projects fail?

III LONG ANSWER QUESTIONS:

1. What do you understand by the term Project? Discuss in detail the characteristics of the project.
2. Explain the role of project managers for the success of an organization.
3. What do you mean by project environment? Explain the major factors of project environment.
4. Describe the life cycle stages in project management including selection, goal setting.
5. Explain the process of project portfolio and project formulation.
6. Draft a project proposal of selection and evaluation of four way track in India.
7. Detailed Project Report (DPF) forms the foundation on which the entire superstructure of the project is built --- if it is weak, the project cannot with stand the turbulent times ahead. Bring out the dos and don'ts of a good DPR.
8. Discuss in detail some critical success factors in Project Management.
9. Discuss in detail the importance of Pre-feasibility and feasibility studies in ensuring success in operation phase of the project.

10. Briefly describe the three distinct phases of the development process through which a typical project goes.
11. What are the phases of a project development cycle? Give the salient tasks under each phase.
12. Distinguish between Project and Production Management with the help of examples.
13. "Projects should be formulated primarily to meet the needs and wants of customers". Highlight the importance of market analysis in project management.
14. "Structure Supports Strategy". Justify in the context of Project management environment.
15. Explain your understanding regarding "Technical Analysis" in the context of project management.
16. Elaborate your understanding about Pre-feasibility study of industrial project.
17. "Projects should be formulated primarily to meet the needs and wants of customers." Highlight the importance of market analysis in project management.
18. Discuss the important issues related to technical analysis of a project.
19. Elaborate the concept of opportunity studies in project management. How do they affect project feasibility studies?
20. "Decisions made during the design phase have major impact on the entire life – cycle of a project." - Justify with reasoning.
21. What are the technical aspects of a typical project as distinct from commercial, financial, economic and managerial feasibility? Discuss three important issues that managers must consider while conducting technical analysis.
22. A project is different from routine and regular activities. Draw a list of characteristics and distinguish the projects from other activities.
23. What are the important phases of a project life cycle? Discuss each phase briefly with key issues involved in it.
24. What do you mean by Social Cost Benefit Analysis (SCBA)? How does SCBA differ from monetary cost and benefits analysis (financial analysis) of a project?
25. Bring out the importance of pre-feasibility, feasibility studies and technical analysis in ensuring success in the operation phase of the project.

UNIT – IV

I MULTIPLE CHOICE QUESTIONS:

1. Improvement efforts are determined by:
 - A. Criticality of problems
 - B. Current performance
 - C. Priorities for future output
 - D. All of the above
 ANSWER: D
2. Performance measurement is:
 - A. The determination of improvement efforts.
 - B. The process of quantifying action.
 - C. The improvement of operations.
 - D. The planning and control of operations.
 ANSWER: B

3. Performance relating to the five operations' objectives can be plotted on which type of diagram?
- A. Quality
 - B. Outcome
 - C. Polar
 - D. Satisfaction
- ANSWER: C

4. Which kind of standards are those that are set arbitrarily to reflect some level of performance that is regarded as appropriate or reasonable?
- A. Competitor performance standards
 - B. Target performance standards
 - C. Historical standards
 - D. Absolute performance standards
- ANSWER: B

5. For a police department, using competitor performance standards, a competitor might be:
- A. A fire service
 - B. A foreign police authority
 - C. A similar police department
 - D. All of the above
- ANSWER: D

6. What approach is used to compare organisation operations with those of other companies?
- A. SWOT analysis
 - B. PERT analysis
 - C. Benchmarking
 - D. Competitor performance assessment
- ANSWER: C

7. The origins of benchmarking as it is used today go back to which company?
- A. Microsoft
 - B. Toyota
 - C. Xerox
 - D. McDonald's
- ANSWER: C

8. A comparison between operations or parts of operations that are within the same total organisation is called:
- A. Internal benchmarking
 - B. Competitive benchmarking
 - C. Non-competitive benchmarking
 - D. External benchmarking
- ANSWER: A

9. Benchmarking against external organisations that do not compete directly in the same markets is called:
- A. Non-competitive benchmarking
 - B. Collaborative benchmarking
 - C. Practice benchmarking
 - D. Non-assault benchmarking

ANSWER: A

10. Which of the following is regarded as a fundamental flaw in the whole concept of benchmarking?
- A. It limits improvements to currently accepted methods of operating.
 - B. It does not involve learning.
 - C. It limits critical thinking.
 - D. It is not a continuous process.

ANSWER: A

11. What matrix positions each factor according to its performance and its importance?
- A. Competitive forces matrix
 - B. Performance importance matrix
 - C. Importance performance matrix
 - D. Customer assessment matrix

ANSWER: C

12. What do the letter 'D' and 'I' stand for in Deming's cycle of improvement?
- A. Design and improve
 - B. Develop and implement
 - C. Design and implement
 - D. Define and improve

ANSWER: D

13. Ishikawa Diagrams are another name for what technique of improvement?
- A. Cause-effect diagrams
 - B. Input-output analysis
 - C. Process maps
 - D. Scatter diagrams

ANSWER: A

14. The principles of the business process re-engineering (BPR) approach do NOT include:
- A. Checking that all internal customers act as their own suppliers to identify problems.
 - B. Scrapping any process line over two years old and starting again from scratch.
 - C. Striving for improvements in performance by radical rethinking and redesigning the process.
 - D. Rethinking business processes cross-functionally to organise work around natural information flows.

ANSWER: B

15. Qualifying competitive factors are those which:
- A. Directly win business for the operation.
 - B. Need to be better than a good industry standard.
 - C. Are relatively unimportant compared with the others.
 - D. May not win extra business if the operation improves its performance but can certainly lose business if performance falls below a particular point.

ANSWER: D

16. Which of the following is not a tool and technique used in the process of Plan Risk Responses
- A. Contingent Response Strategies
 - B. Expert Judgment
 - C. Risk and Impact Matrix
 - D. Strategies for positive risks or opportunities

ANSWER: C

17. During which stage of Risk planning are modeling techniques used to determine overall effects of risks on project objectives for high probability, high impact risks?
- A. Identify Risks
 - B. Plan Risk responses
 - C. Perform Qualitative risk analysis
 - D. Perform Quantitative risk analysis

ANSWER: D

18. For the following processes of Project Risk Management:
- A. Plan Risk Management
 - B. Perform Qualitative Risk Analysis
 - C. Identify Risks
 - D. Perform Quantitative Risk Analysis
 - E. Plan Risk Responses
 - F. Control Risks

The correct sequence is:

- A. B-C-D-E-F
- B. A-D-B-C-E-F
- C. A-C-B-D-E-F
- D. C-A-B-D-E-F

ANSWER: B

19. Supplier risk is highest with _____.
- A. Cost plus incentives fee.
 - B. Cost sharing.
 - C. Firm fixed price contract.
 - D. Fixed price plus incentives.

ANSWER: C

20. You have just completed Qualitative Risk Analysis of the project. What should you be doing next?

- A. Plan Risk Management
- B. Perform Quantitative Risk Analysis
- C. Plan Risk Responses
- D. Control Risks

ANSWER: B

21. Risk Management Plan may include

- A. Budgeting, Timing, Thresholds, Methodology
- B. Risks, Triggers, Inputs to other processes
- C. Avoided, Transferred, Mitigated and Accepted Risks
- D. Risk Response Audits, Earned Value Analysis, Technical Performance Measurement

ANSWER: A

22. Reserve analysis is NOT a Tool/Technique in which of the following processes?

- A. Cost Estimation
- B. Activity Duration estimation
- C. Cost Budgeting
- D. Activity Resource Estimation

ANSWER: D

23. Which of the following is not a tool or technique used during the Risk Quantification Process?

- A. Risk Categorization
- B. Contingency planning
- C. Probability and Impact Matrix
- D. Risk Data Quality Assessment

ANSWER: B

24. Risk management is responsibility of the

- A. Customer
- B. Investor
- C. Developer
- D. Project team

ANSWER: D

25. What is associated with product risk?

- A. Control of test item
- B. Negative consequences
- C. non-availability of test environment
- D. Test object

ANSWER: D

II SHORT ANSWER TYPE QUESTIONS:

1. What is best and worst case analysis.
2. What are the pros and cons of scenario analysis.
3. How is accounting break even analysis done?
4. How is financial break even analysis done?
5. Explain the role of “Effective monitoring” in successful project implementation?
6. If cash flows of different years are perfectly uncorrelated, how is the standard deviation of NPV defined by Hiller Model?
7. Discuss the procedure for simulation analysis.
8. What are the pros and cons of simulation.
9. Discuss the steps involved in decision tree analysis.
10. Discuss the risk adjusted discount rate.
11. Explain the certainty equivalent method.
12. Discuss the notion of hierarchy of plans.
13. What is reverse financial engineering?
14. Explain the reasons for ineffectiveness in project control.
15. “Performance analysis is a better approach to control” Explain.
16. Explain how a satisfactory human relations system is essential for the successful execution of a project.
17. Explain how Judicious equipment tendering and procurement acts as a prerequisite for successful project complementation.
18. What considerations should the project manager bear in mind with respect to motivation of project personnel?
19. What types of groups may be formed in a project setting?
20. What is an effective group? What are the stages in the formation of an effective group?
21. Describe the nine areas of project management identified in the PMBOK.
22. What are the salient differences in the frameworks applied in strategic planning and capital budgeting?
23. What factors contribute to group errors?
24. Why do managers care about the impact on projects on short term reported earnings?
25. What conditions should the capital budget satisfy in order to be meaningful and viable?

III LONG ANSWER TYPE QUESTIONS:

1. List the techniques of risk analysis. Also explain the sources, measures and perspectives on risk.
2. Discuss the applicability and steps involved in sensitivity analysis.
3. What are the pros and cons of sensitivity analysis.
4. Discuss the situations in which simulation analysis can be used. Also explain the steps involved in simulation analysis.
5. Discuss the following ways of incorporating risk in the investment decision making process:
 - a) Judgmental Evaluation
 - b) Payback Period Requirement.
6. Critically comment on the methods of risk analysis commonly used in practice.

7. What are the advantages of employing the probability distributions of key factors underlying investment decisions.
8. “The traditional form of organization is not suitable for the management of projects”. Comment.
9. Describe and evaluate the various forms of project organization.
10. What is a bar chart? What are its advantages and limitations?
11. Why does the control of projects in practice ineffective?
12. Discuss and evaluate the variance analysis approach to project control.
13. What is ‘performance analysis’? what are the dimensions along which monitoring is done in performance analysis?
14. Discuss the authority and orientation problems in project setting.
15. Discuss the procedure for determining whether a project should be continued, terminated or divested.
16. Discuss measures for injecting greater rationality in project termination decisions.
17. “The optimal capital budget for the firm as a whole can be drawn up only when capital investment decisions are completely centralized”.
18. What are the advantages of conducting a performance review? What problems are encountered in performance review and how can they be overcome?
19. How should you evaluate the capital budgeting system of an organization?
20. Discuss how discovery driven planning can improve the quality of analysis.
21. What are the different kinds of informational asymmetries? What type of distortions do they introduce in project choices?
22. Suggest ways and means of strengthening the linkage between long range planning and capital budgeting.
23. Explain the steps involved in Post performance evaluation of a project.
24. Explain in detail the administrative aspects of undertaking a project involving a huge cash outlay.
25. Explain the issues involved in implementation of a project.

QUESTION BANK

GOODS AND SERVICE TAX

B. COM(H) - 304

UNIT I

I MULTIPLE CHOICE QUESTIONS:

1. The concept of Goods and Services Tax (GST) is originated in.....
 - A. Canada
 - B. USA
 - C. Britain
 - D. GermanyANSWER: A

2. Which of the following is statement is not correct about GST?
 - A. GST is like a last-point retail tax. GST is going to be collected at point of Sale.
 - B. GST will abolish all the direct tax levied in India .
 - C. It will be implemented from 1 July, 2017 throughout the country.
 - D. It will unified the tax structure in IndiaANSWER: B

3. Which of the following tax will be abolished by the GST?
 - A. Service Tax
 - B. Corporation tax
 - C. Income Tax
 - D. Wealth TaANSWER: A

4. Which of the following tax rate is not applicable under the GST?
 - A. 5
 - B. 12
 - C. 18
 - D. 25ANSWER: D

5. GST will be levied on.....
 - A. Manufacturers
 - B. Retailers
 - C. Consumers
 - D. All of the aboveANSWER:D

6. What kind of Tax is GST?
 - A. Direct Tax
 - B. Indirect Tax
 - C. Depends on the type of goods and services
 - D. None of the aboveANSWER: B

7. Who is the head of the GST council?

- A. Shashi Kant Das
- B. Amit Mitra
- C. Arun Jaitley
- D. Hasmukh Adhia

ANSWER:C

8. Which constitutional amendment is done to pass the GST bill?

- A. 101st
- B. 120th
- C. 122nd
- D. 115th

ANSWER: A

9. Which of the following good will not be covered under the GST bill?

- A. Cooking gas
- B. Liquor
- C. Petrol
- D. All of the above

ANSWER:D

10. Which of the following is the main motive of the government behind the introduction of the Goods and Services Tax

- A. To bring tax uniformity in the country
- B. To increase government revenue
- C. To replace all the indirect tax
- D. All of the above

ANSWER: B

11. GST stands for

- A. Goods and Service Tax
- B. Goods and Supply Tax
- C. Government Service Tax
- D. General Sales Tax

ANSWER: A

12. In India GST became effective from _____

- A. 1st April,2017
- B. 1st January,2017
- C. 1st July,2017
- D. 1st March,2017

ANSWER:C

13. India has got _____ mode of GST.
A. Singular
B. Dual
ANSWER: B
14. GST is a _____ based tax on consumption of goods and services.
A. Destination
B. Duration
C. Destiny
D. Development
ANSWER: A
15. What does “I” stand for in IGST?
A. Integrated
B. International
C. Intra
D. Internal
ANSWER: A
16. How many types of taxes are there in India GST?
A. 2
B. 3
C. 4
D. 5
ANSWER: B
17. First announcement for introduction of GST arose in
A. 2004
B. 2005
C. 2006
D. 2007
ANSWER: C
18. What are the taxes levied on intra-state supply of goods?
A. CGST
B. SGST
C. CGST and SGST
D. IGST
ANSWER: C
19. What type of tax will be levied on import of goods?
A. CGST
B. SGST
C. CGST and SGST
D. IGST
ANSWER: D

20. HSN code stand for
- A. Harmonised System of Nomenclature
 - B. Home State Number
 - C. Host State Number
 - D. Hall State Number

ANSWER: A

21. India has chosen dual mode of GST same as _____.
- A. USA
 - B. UK
 - C. CANADA
 - D. CHINA

ANSWER: C

22. India GST model has _____ rate structure.
- A. 3
 - B. 2
 - C. 5
 - D. 4

ANSWER: 4

23. SAC stand for _____.
- A. Service Accounting Code
 - B. Software Accounting Code
 - C. System Accounting Code
 - D. Service Application Code

ANSWER: C

24. Can a person apply for pan without registration?
- A. YES
 - B. NO

ANSWER: B

25. IGST is payable when the supply is ---
- A. Interstate
 - B. Intra-state
 - C. Intra- UT
 - D. All of the above

ANSWER: A

II SHORT ANSWER TYPE QUESTIONS:

1. What do you mean by indirect tax?
2. What are the various types of indirect taxes?
3. What are the taxes which have been subsumed under GST?
4. What was the need to bring GST in India?
5. What was the constitutional amendment for introducing GST?
6. What are the acts passed by the parliament to implement GST?
7. What are the rules passed by the parliament to implement GST?
8. What are the benefits of GST?
9. Give historical perspective of GST.
10. What was the need to bring constitutional amendment for introducing GST?
11. What are the salient features of GST?
12. State the importance of GST.
13. Who are the members of GST council?
14. What do you mean by taxable event?
15. Who is considered as a taxable person under GST?
16. What do you mean by related person under GST?
17. What will be the status of Tobacco products under the GST regime?
18. Who is liable to pay tax under GST regime?
19. What is the guiding principle of GST council?
20. What will be the status of alcohol under the GST regime?
21. State the meaning of goods as per GST act.
22. State the meaning of services as per GST act.
23. Explain Article 246 of Constitution of India.
24. Explain article 246A inserted by constitution under GST.
25. What do you mean by IGST?

II. LONG ANSWER TYPE QUESTIONS:

1. What are the commodities proposed to be kept outside the purview of GST?
2. Who are the persons to be considered as distinct persons under the concept of GST?
3. Who are the persons to be considered as related persons under the concept of GST?
4. Distinguish between GST and other taxes.
5. Who should be included under the GST council?
6. What are the various drawbacks of GST?
7. Enlist the various advantages of GST.
8. State briefly the basic requirements of principle of natural justice in the context of adjudication in indirect taxes.
9. State the powers of Central Government in the area of taxation, as per the Constitution of India.
10. Bopara & Co., which has heavy indirect taxes outlay, wishes to know the situations in which it can file a revision application with the Central Government. Please outline the various situations.
11. What is the difference between short levy and short payment?
12. Explain the concept of CGST.

13. Explain the concept of IGST.
14. Explain the concept of SGST.
15. State the major benefits that accrued because of the introduction of GST.
16. What are final GST rate slabs for various products?
17. What are the major differences between the UPA's GST and the NDA's GST?
18. What are the taxes that GST replaces?
19. What will be the short-term impact of GST?
20. What are the taxes that GST replaces?
21. What will be the short-term impact of GST?
22. What is a constitutional amendment?
23. What is the Empowered Committee under GST?
24. Why is Dual GST required?
25. Which authority will levy and administer GST?

UNIT II

I MULTIPLE CHOICE QUESTIONS:

1. Zero Rated Supplies include:
 - A. Exports
 - B. Imports
 - C. SEZs
 - D. Both A and CANSWER: D

2. GSTN stands for:
 - A. Goods and Services Transport Nation
 - B. Goods and Service Tax Network
 - C. Goods and Society Tax Network
 - D. Goods and Service Tax NetANSWER: B

3. What is taxable event under GST?
 - A. Supply of goods
 - B. Supply of services
 - C. Supply of goods and services
 - D. None of the aboveANSWER: C

4. Is reverse charge mechanism applicable to both goods and services?
 - A. YES
 - B. NOANSWER: A

5. Is composition scheme available to people making inter-state supplies?
A. YES
B. NO
ANSWER: B
6. Goods and Service tax is applicable to:
A. Whole of India
B. Whole of India except Jammu and Kashmir
C. Whole of India, except Jammu and Kashmir and Union Territories of Dadra, Nagar Haveli, Daman & Diu
D. Partially in India
ANSWER: A
7. Can the taxable person under composition scheme avail the input tax credit?
A. YES
B. NO
ANSWER: B
8. Can the composition tax be collected from customers?
A. YES
B. NO
ANSWER: B
9. Where the supplier involves a movement of goods, the place of supply shall be determined by -----.
A. Movement of goods
B. Location of goods at the time of final delivery
C. Supplier's location
D. Recipients' location
ANSWER: B
10. Which of the following tax is not subsumed in GST?
A. VAT
B. Stamp Duty
C. Entry Tax
D. Entertainment Tax
ANSWER: B
11. What are the taxes levied on inter-state supply of goods?
A. CGST
B. SGST
C. CGST and SGST
D. IGST
ANSWER: D

12. What is the maximum rate prescribed under CGST?

- A. 5
- B. 10
- C. 30
- D. 20

ANSWER: D

13. What is the maximum rate prescribed under UTGST?

- A. 5
- B. 10
- C. 30
- D. 20

ANSWER: D

14. What is the maximum rate prescribed under SGST?

- A. 5
- B. 10
- C. 30
- D. 20

ANSWER: D

15. How will the goods and services be classified under GST regime?

- A. SAC/HSN CODE
- B. HSN
- C. SAC
- D. None of the above

ANSWER: A

16. Is there any ceiling limit prescribed for rate under IGST?

- A. 12
- B. 18
- C. 28
- D. 40

ANSWER: D

17. IGST deals with

- A. Composition scheme
- B. Time of supply
- C. Service tax on imported services
- D. All of the above

ANSWER: C

18. The turnover limit of Rs. 50 Lakh for composition scheme is not applicable to the state of

- A. Himachal Pradesh
- B. Assam
- C. Uttarakhand

D. None of the above
ANSWER: C

19. IGST tax levy means
- A. Within state
 - B. Between two states
 - C. Only A
 - D. None of the above
- ANSWER: B

20. IGST levy can be levied
- A. Centre
 - B. State
 - C. Union Territory
 - D. Both a and b
- ANSWER: A

21. A person is having multiple business requires registration
- A. Single
 - B. Each business separately
 - C. Either A or B
 - D. None of the above
- ANSWER: B

22. GSTN stands for:
- A. Goods and Services Transport Nation
 - B. Goods and Service Tax Network
 - C. Goods and Society Tax Network
 - D. Goods and Service Tax Net
- ANSWER: B

23. What is taxable event under GST?
- A. Supply of goods
 - B. Supply of services
 - C. Supply of goods and services
 - D. None of the above
- ANSWER: C

24. Zero rated supply includes supplies made-
- A. By SEZ unit in India
 - B. To SEZ unit in India
 - C. Both (a & (b) above
 - D. None of the above
- ANSWER: B

25. With the introduction of GST, imports will be—
- A. more expensive
 - B. cheaper
 - C. neutral with no change
 - D. None of the above

ANSWER: A

II SHORT ANSWER TYPE QUESTIONS:

1. What do you mean by Credit Note?
2. What do you mean by a Debit Note?
3. What do you understand by a tax invoice?
4. Explain records to be maintained under the GST regime.
5. Why were states unhappy with the implementation of GST?
6. Is GST an accepted System of taxation across the world?
7. Has the GST impacted other Taxes like Income Tax or Corporate Tax?
8. Have all goods and services been covered Under the GST?
9. Have the rates of goods risen in case of implementation of GST making It costlier?
10. Where is the GST going to be collected?
11. Who bears the final tax in the process?
12. What Is the main change that has been witnessed with the introduction of the GST?
13. How will imports be taxed under GST?
14. How will Exports be treated under GST?
15. What are the stages covered in the GST?
16. How GST can be levied In India with an effective administration?
17. Even After implementation of GST, should people need to pay Income Tax?
18. What are the best outcome customers can expect, in case of GST?
19. Describe in detail why GST is being opposed by States?
20. How will the rules for administration of CGST and SGST be framed?
21. How are the legislative steps being taken for CGST and SGST?
22. Why does introduction of GST require a constitutional amendment?
23. Will cross utilization of credits between Goods and Services be allowed under GST Regime?
24. How Will Imports Be Taxed Under GST?
25. What major constitutional amendments have been introduced under the indirect taxation system over the years?

III LONG ANSWER TYPE QUESTIONS:

1. What is the time period prescribed for issue of tax invoice for supply of taxable goods in a normal case?
2. What is the time period prescribed for issue of tax invoice for continuous supply of taxable goods?
3. Can multiple invoices be clubbed to be generate one e-way bill?
4. Discuss briefly the provisions conferring general exemption to small service providers in the context of levy of goods and service tax.

5. Whether a goods and service tax provider can make payment of service tax act and file returns before the grant of registration by the proper officer?
6. What should be done in case of change of place in case of goods and service tax act?
7. How is provisional assessment finalized under goods and service tax act?
8. Under what situations, provisional assessment is resorted to under goods and service tax act?
9. Discuss the provisions of job work.
10. Discuss the various rates of job work.
11. What steps are to be taken by proper officer in case explanations provided are not satisfactory?
12. When should a tax invoice be issued under GST?
13. Explain the various types of tax invoice.
14. Explain different types of assessment under GST.
15. Discuss the procedure of job work in detail.
16. When should a debit note be issued under GST?
17. When should a credit note be issued under GST?
18. What is the threshold limit for registration in case of job worker? What are the obligations to be followed by job worker under GST regime?
19. What details are mentioned in tax invoice.
20. What accounts have been specified under GST?
21. What are the different types of recorded under GST regime?
22. Explain the various provisions of consolidated tax invoice.
23. Explain the various provisions of revised tax invoice.
24. Explain the various provisions of bill of supply.
25. Explain the various provisions of receipt voucher.

UNIT III

I MULTIPLE CHOICE QUESTIONS:

1. Compensation to states under GST (Compensation to States) Act, 2017 is paid by
 - A. Central Government from consolidated fund of India
 - B. Central Government from GST compensation fund of India
 - C. Central Government directly from the collection of compensation cess
 - D. GST Council under Constitution of India.
 ANSWER: B

2. While computing compensation to states, tax revenue of this tax/ these taxes is excluded
 - A. petroleum crude, diesel, petrol, ATF and natural gas
 - B. Alcohol for human consumption
 - C. entertainment tax collected by local authorities
 - D. All of the above
 ANSWER: D

3. Input tax credit on compensation cess paid under GST (Compensation to States) Act, 2017.
- A. is not available
 - B. is available
 - C. is available but not fully
 - D. is available after one year

ANSWER: B

4. Input tax credit under GST (Compensation to States) Act, 2017 includes GST Compensation Cess charged on any supply of
- A. Goods and/or services,
 - B. Goods imported
 - C. GST Compensation Cess payable on reverse charge basis;
 - D. All of the above

ANSWER: D

5. Maximum rate of CGST prescribed by law for intrastate supply made is----
- A. 18%
 - B. 20%
 - C. 40%
 - D. 28%+cess

ANSWER: B

6. Input tax credit on Compensation cess paid under GST (Compensation to States) Act, 2017 is available for payment of
- A. IGST only
 - B. IGST and CGST only
 - C. compensation under GST (Compensation to States) Act
 - D. None of the above

ANSWER: C

7. IGST is payable when the supply is ---
- A. Interstate
 - B. Intra-state
 - C. Intra- UT
 - D. All of the above

ANSWER: A

8. Zero rated supply includes supplies made-
- A. By SEZ unit in India
 - B. To SEZ unit in India
 - C. Both (a & (b above
 - D. None of the above

ANSWER: B

9. With the introduction of GST, imports will be—
A. more expensive
B. cheaper
C. neutral with no change
D. None of the above
ANSWER: A
10. The first committee to design GST model was headed by
A. Vijay Kelkar
B. Asim Das Gupta
C. Dr. Chidambaram
D. None of the above
ANSWER: B
11. First discussion paper (FDP) which formed the basis for GST in 2009 was released by
A. Union Finance Ministry
B. Dr. Manmohan Singh
C. GST Council
D. Empowered Committee
ANSWER: D
12. Roll out of GST requires constitutional amendment because-
A. existing laws were cascading
B. the powers of levy were exclusive
C. there are separate laws for goods and services
D. All of the above
ANSWER: D
13. Works contract under GST is goods used in work relating to-
A. Immovable property
B. Both movable and immovable property
C. Immovable property treated as supply of service
D. Immovable property treated as supply of goods
ANSWER: C
14. IGST deals with
A. Composition scheme
B. Time of supply
C. Service tax on imported services
D. All of the above
ANSWER: C

15. The turnover limit of Rs. 50 Lakh for composition scheme is not applicable to the state of
- A. Himachal Pradesh
 - B. Assam
 - C. Uttarakhand
 - D. None of the above

ANSWER: C

16. A supplier is liable to get registered under GST if his aggregate turnover in a financial year crosses Rs. 20 lakh in a state or UT other than special category states if he is-
- A. an interstate supplier
 - B. an intra-state supplier
 - C. Electronic commerce operator
 - D. Person liable to pay GST under reverse charge

ANSWER: B

17. Registration under GST is not compulsory to-
- A. Casual taxable person
 - B. Input service distributor
 - C. Non-resident taxable person
 - D. None of the above

ANSWER: D

18. One of the following states does not fall under special category given under Art. 279A of the Constitution
- A. Himachal Pradesh
 - B. Uttarakhand
 - C. Chhattisgarh
 - D. Jammu & Kashmir

ANSWER: C

19. Exemption from registration is available to
- A. Central & State Govt. Departments
 - B. Agriculturists
 - C. a) & b) above
 - D. None of the above

ANSWER: B

20. Address for delivery
- A. Recipient address mentioned in the tax invoice
 - B. Recipient address mentioned in the delivery challan
 - C. Recipient address not necessary
 - D. Recipient address mentioned in the Gate pass

ANSWER: A

21. When President assent was obtained for central GST?
A. 18th April 2017
B. 22nd April 2017
C. 5th April 2017
D. 12th April 2017
ANSWER: D
22. What is applicability of GST?
A. Applicable all over India except Sikkim
B. Applicable all over India except Jammu and Kashmir
C. Applicable all over India
D. Applicable all over India except Nagaland
ANSWER: C
23. Money means
A. Indian legal tender
B. Foreign currency
C. Cheque/promissory note
D. All the above
ANSWER: D
24. Non-taxable territory means
A. Outside taxable territory
B. Inside taxable territory
C. Inter-state taxable territory
D. None of the above
ANSWER: A
25. Person includes
A. Individual
B. HUF
C. LLP
D. All the above
ANSWER: D

II SHORT ANSWER TYPE QUESTIONS:

1. How to file GST Return Online?
2. What do you mean by Tax Collected at Source (TCS)?
3. What details of outward supplies are required to be filed under GSTR-1?
4. Who is required to file details of outward details?
5. What is the procedure for filing GST details?
6. Who can file quarterly GST returns?
7. How many GST returns are there?
8. Who are liable to file return (GSTR-2)?
9. How to prepare GST return?
10. Is monthly return required to be filed by the person opting to pay tax under the composition scheme?

11. What are the basic information that need to be furnished in GSTR 4?
12. How to fill the GSTR-4 form?
13. Who are liable to file return (GSTR-3)?
14. How should a person who opts in or opts out of composition scheme file returns?
15. A person opting to pay tax under the composition scheme receives inputs/input services from an unregistered person. Will the composition dealer have to pay GST under reverse charge? If yes, in what manner?
16. What is the form in which an intimation for payment of tax under composition scheme needs to be made by the taxable person?
17. A person registered under existing law (Central Excise/Service Tax/VAT) and who has been granted registration on a provisional basis wants to opt for composition scheme. How and when can he do that?
18. What are the compliances which a provisionally registered person opting to pay tax under the composition levy need to make?
19. Who are liable to file return (GSTR-7)?
20. Explain section-39 Of furnishing returns.
21. What is the need for filing a return when deposit of TDS has already been made?
22. Mr. S has deducted GST amounting to Rs 50,000/- in the month of Mar'19. He filed return on 16.4.2019. Is he liable to pay a late fee?
23. How can a deductor file FORM GSTR-7?
24. Is there any Offline Tool for filing Form GSTR-7?
25. Can the date of filing of FORM GSTR-7 be extended?

III LONG ANSWER TYPE QUESTIONS:

1. How GST returns will be filed?
2. How are the disputes going to be resolved under the GST regime?
3. Describe in detail the various types of GST returns.
4. What are the contributions of IT Technology in The Enforcement of GST Regime?
5. Explain annual returns under GST.
6. Explain First return under GST.
7. Explain final return on cancellation of registration.
8. Explain the details of inward supplies of persons having unique identity number.
9. Explain the provisions of rectification of omission or incorrect particulars in the returns furnished under Section 39(9).
10. Explain the form and manner of furnishing details of outward supplies.
11. Explain the provisions of levy of late fee for not filing returns on time.
12. Explain the facilitative measures available for filing returns by taxpayers.
13. What are the special features of GST-R 2?
14. What are the type of outward supply details are to be filed in the return?
15. Do composition dealers under the composition scheme need to file GSTR-1? Explain.
16. What are the pre-conditions for filing FORM GSTR-7?
17. What are the modes of signing FORM GSTR-7?
18. What happens after FORM GSTR-7 is filed?
19. Can we file the complete FORM GSTR-7 using Offline Utility?
20. What are the features of FORM GSTR-7 Offline Utility?

21. What are the basic system requirements/ configurations required to use FORM GSTR-7 Offline Tool?
22. I am a tax deductor. I've made payment for four different products to one of my suppliers. Shall I report each payment in four different rows of the 154 offline utility? Explain.
23. I have mistakenly entered rows with the same GSTIN. Should I use the "Delete" option from the dropdown of "Action" column to delete these rows? Clarify in detail.
24. I've uploaded GSTR-7 JSON File and it was processed without error. Do I need to download the generated file? Explain.
25. How can a supplier download the TDS certificate in FORM GSTR 7A?

UNIT IV

I MULTIPLE CHOICE QUESTIONS:

1. Goods and Service Tax council referred in which section
 - A. 279A of the constitution
 - B. 276 of the constitution
 - C. 277 of the constitution
 - D. 279 of the constitution
 ANSWER: A

2. Weight age of vote for centre at GST council
 - A. 1/4th of total votes cast
 - B. 1/3rd of total votes cast
 - C. ½ of total votes cast
 - D. Only B
 ANSWER: B

3. Weightage of States (combined) at GST council
 - A. 2/3rd of total votes cast
 - B. 1/3rd of total votes cast
 - C. 1/4th of total votes cast
 - D. None of the above
 ANSWER: A

4. Who is chairperson of GST council
 - A. Finance secretary
 - B. State Finance Minister
 - C. Union Finance Minister
 - D. None of the above
 ANSWER: C

5. Taxable turnover of below Rs.1.5 crore assessee under control of
 - A. Centre
 - B. State
 - C. Both a and b
 - D. Only c
 ANSWER: C

6. Powers to declare certain activities/transactions as neither supply of goods nor of services
- A. Schedule I
 - B. Schedule III
 - C. Schedule II
 - D. Schedule IV

ANSWER: B

7. When GST council constituted
- A. 15.09.2016
 - B. 13.09.2016
 - C. 12.09.2016
 - D. 20.09.2016

ANSWER: C

8. Address for delivery is
- A. Recipient address mentioned in the invoice
 - B. Recipient address mentioned in the delivery challan
 - C. Recipient address not necessary
 - D. Recipient address mentioned in the Gate pass

ANSWER: A

9. Agriculturist includes
- A. Individual or HUF
 - B. Individual and HUF
 - C. Partnership
 - D. All the above

ANSWER: A

10. Associated enterprise is mentioned under
- A. Income tax act 1961
 - B. Companies Act 2013
 - C. Central GST Act 2017
 - D. State GST Act 2017

ANSWER: A

11. Appointed day is
- A. Date on which the provisions of this Act shall come into force
 - B. Date on which President assent
 - C. Date of which both houses passed the act
 - D. Date on which sent to Finance Ministry

ANSWER: A

12. Deemed exports mentioned in which section
A. Section 137
B. Section 147
C. Section 142
D. Section 145
ANSWER: B
13. Quarter means
A. March
B. September
C. December
D. All the above
ANSWER: D
14. Taxable levy in case of manufacture under composite scheme
A. Two percent
B. Three per cent
C. One per cent
D. Half per cent
ANSWER: C
15. Whether person opted for composite scheme collect tax under GST
A. No
B. Yes
C. Only A
D. None of the above
ANSWER: C
16. Participation of ITC value chain in composite scheme
A. With participation
B. Without participation
C. Either a or b
D. None of the above
ANSWER: B
17. Taxes paid on
A. Transaction value
B. Manufacturing cost
C. Both A and B
D. None of the above
ANSWER: A
18. ITC available
A. In the course or Furtherance of business
B. Other than business exp
C. Only A
D. None of the above
ANSWER: A

19. Input tax credit availability
- A. On receipt of goods
 - B. On payment of taxes paid by supplier to Govt.
 - C. Taken to manufacturing site or availed services
 - D. None of the above

ANSWER: B

20. Input tax on capital goods
- A. In one instalment
 - B. Partly five equal instalments
 - C. Only A
 - D. Equally 10% every year

ANSWER: C

21. Appellate Tribunal is mentioned in which section?
- A. Section 109
 - B. Section 105
 - C. Section 103
 - D. Section 119

ANSWER: A

22. Authorised representative is referred in which section?
- A. Section 110
 - B. Section 116
 - C. Section 119
 - D. Section 106

ANSWER: B

23. Common portal is referred in which section?
- A. Section 136
 - B. Section 146
 - C. Section 143
 - D. Section 149

ANSWER: B

24. Debit note, and credit note is mentioned in which section?
- A. Section 36
 - B. Section 39
 - C. Section 34
 - D. None of the above

ANSWER: C

25. Electronic cash ledger and Electronic credit ledger is mentioned in which section?
- A. Section 39
 - B. Section 42
 - C. Section 49
 - D. Section 47
- ANSWER: C

II SHORT ANSWER TYPE QUESTIONS:

1. Who can audit returns of GST?
2. What is audit?
3. Describe various types of audit under GST.
4. Write a short note on audit by tax authorities.
5. Write a short note on advance ruling.
6. Orders/Decisions under GST can be revised. Enumerate.
7. When can a special audit be initiated?
8. Discuss provisions of arrest.
9. Write a note on role of GSTP.
10. Write a short note on eligibility required to become a GSTP.
11. What are the offences under GST?
12. When can a person claim refund?
13. What is the time limit for refund?
14. Explain the doctrine of unjust enrichment.
15. How would GST be administered In India?
16. What are the major features of the proposed payment procedures under GST?
17. What do you mean by GSTN?
18. What is the role of GSTN in the implementation of GST law in India?
19. What are the major milestones pertinent to GST bill introduction in India?
20. What is tax rate charged on various bankable transactions under GST?
21. What is tax rate chargeable on various commodities like salt and food grain under GST?
22. How will the rules for administration of CGST and SGST be framed?
23. How are the legislative steps being taken for CGST and SGST?
24. What type of GST was proposed to be implemented by the government?
25. How a transaction of goods and services would be taxed simultaneously under Central GST (CGST) and State GST (SGST)?

III LONG ANSWER TYPE QUESTIONS:

1. Describe in detail the different types of audit under GST.
2. Explain the provisions relating to Section 54 under CGST.
3. Explain when the persons are deemed to be guilty of offence.
4. Explain the various types of offences under GST.
5. Explain the process of initiating a special audit.
6. Explain the provisions of offences under GST.
7. Explain the provisions relating to penalties under GST.
8. Explain how people can claim refund under GST.
9. Explain whether or not refunds be withheld under GST.

10. Orders/Decisions under GST can be revised. Enumerate.
11. List down any 15 penalties under GST.
12. Explain AAR under GST.
13. Explain the role of audit conducted by tax authorities.
14. Who is the person responsible to make assessment of taxes payable under the Act?
15. Under what circumstances can provisional assessment be done?
16. Can the proper officer ask for additional documents/clarification upon receipt of request for provisional assessment? If so how? Whether he has to issue any order for allowing provisional assessment?
17. In case the taxable person does not agree with the discrepancies communicated nor does he pay tax/interest etc arising out of such discrepancy, what course of action the proper officer take?
18. State the activities which are not be treated as supply of goods and services under the GST regime.
19. Explain the doctrine of unjust enrichment.
20. Explain in detail the time frame available for refund under GST.
21. Explain the eligibility conditions to become Goods and Service Tax Practitioner.
22. Explain the responsibilities held by a GSTP.
23. Explain the provisions related to withholding refunds.
24. Explain the provisions relating to Section 122 under GST.
25. Explain the provisions relating to Section 132 under GST.

QUESTION BANK

E-COMMERCE

BCOM - 306

**QUESTION BANK
E-COMMERCE - 306
B.COM(H) VI**

UNIT - I

I MULTIPLE CHOICE QUESTIONS:

1. The E-commerce domain that involves business activity initiated by the consumer and targeted to businesses is known as:
- A. Business to Business (B2B).
 - B. Consumer to Business (C2B).
 - C. Business to Consumer (B2C).
 - D. Consumer to Consumer (C2C).

ANSWER: B

2. By electronic commerce we mean:
- A. Commerce of electronic goods
 - B. Commerce which depends on electronics
 - C. Commerce which is based on the use of internet
 - D. None of the above

ANSWER: D

3. E-commerce is
- A. B2C
 - B. B2B
 - C. C2B
 - D. All the above

ANSWER: A

4. Advantages of e-commerce are
- A. Low cost
 - B. Economical
 - C. Productivity gains
 - D. All the above

ANSWER: B

5. B2B2C is a model of
- A. E-commerce
 - B. E-business
 - C. Data mining
 - D. None of the above

ANSWER: C

6. Mobile commerce is same as

- A. E-commerce
- B. E-business
- C. Data mining
- D. None of the above

ANSWER: B

7. The types of Business to Business e-commerce are

- A. Direct selling and support to Business
- B. Industry portals
- C. Information sites about a industry
- D. All the above

ANSWER: D

8. Which of the following is not the example of business to consumer (B to C) e-commerce?

- A. Amazon.com
- B. e-bay.com
- C. dell.com
- D. lastminute.com

ANSWER: B

9. Which driver promote E-commerce

- A. Digital Convergence
- B. 24/7 availability
- C. Profit margins
- D. None of the above

ANSWER: A

10. Advantage of e-com is

- A. Lower cost
- B. Economy
- C. Higher margins
- D. All of the above

ANSWER: A

11. Which model of e commerce deals with virtual auction?

- A. Aggregator Model
- B. Info-mediary model
- C. Community Model
- D. Brokerage Model

ANSWER: D

12. When you look at e-commerce and e-business, which is the most realistic relationship between these two concepts?

- A. E-commerce is broadly equivalent to e-business
- B. E-commerce has some overlap with e-business
- C. E-commerce is a subset of e-business

D. E-business is a subset of e-commerce

ANSWER: C

13. Social network sites such as Facebook and Twitter have become increasingly popular for sell-side e-commerce and would normally be considered to be in which category?

A. Portal, publisher or media sites

B. Brand-building sites

C. Transactional e-commerce sites

D. Services-orientated relationship-building websites

ANSWER: A

14. A summary of how a company will generate a profit identifying its core product, target customers, position in the online marketplace, and projections for revenue and costs is known as:

A. Value chain and marketplace positioning

B. Value proposition

C. Online business model

D. Revenue model and cost base

ANSWER: C

15. While search engines index registered sites which users search by inputting key words, which type of intermediary updates its content typically through text but can include video or audio delivered through RSS feeds?

A. Directory

B. Publisher site

C. Blog

D. Access portal

ANSWER: C

16. What are Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, and Google Chrome examples of?

A. Web servers

B. Web browsers

C. Web application servers

D. All of the above

ANSWER: B

17. A hardened firewall host on an Intranet is

A. a software which runs in any of the computers in the intranet

B. a software which runs on a special reserved computer on the intranet

C. a stripped-down computer connected to the intranet

D. a mainframe connected to the intranet to ensure security

ANSWER: B

18. Advantages of B2C commerce are
- (i) Business gets a wide reach to customers
 - (ii) Payment for services easy
 - (iii) Shop can be open 24 hours a day seven days a week
 - (iv) Privacy of transaction always maintained

- A. i and ii
- B. ii and iii
- C. i and iii
- D. iii and iv

ANSWER: C

19. Disadvantages of e-Commerce in India are
- (i) internet access is not universally available
 - (ii) credit card payment security is not yet guaranteed
 - (iii) transactions are de-personalized and human contact is missing
 - (iv) cyberlaws are not in place

- A. i and ii
- B. ii and iii
- C. i, ii, iii
- D. i, ii, iii, iv

ANSWER: C

20. Most common uses of the Internet and the Web include communicating, shopping,
- A. searching, entertainment, and education
 - B. e-commerce, e-mail, and searching
 - C. e-mail, entertainment, and education
 - D. e-commerce, e-mail, and education

ANSWER: A

21. The _____ is the multimedia interface to resources available on the Internet.

- A. Web
- B. ISP
- C. browser
- D. URL

ANSWER: A

22. The multimedia interface to the resources available on the Net is called the

- A. World Wide Web
- B. Internet
- C. GUI interface
- D. Server

ANSWER: A

23. Rules for exchanging data between computers are called

- A. programs
- B. procedures
- C. protocols
- D. hyperlinks

ANSWER: C

24. Moving from one Web site to another is called

- A. jumping
- B. moving
- C. surfing
- D. applying

ANSWER: C

25. _____ are networks that connect people within a company to each other and to the company network.

- A. Internets
- B. Intranets
- C. Extranets
- D. Components

ANSWER: B

II SHORT ANSWER TYPE QUESTIONS:

- 1 “Now a day’s market is driven by e-commerce”. Justify this statement.
- 2 Define EC and E-Business.
- 3 What do you understand by E-commerce? Discuss the driving forces for E-Commerce.
- 4 What are the advantages and disadvantages of e-commerce?
- 5 Discuss commercial, social as well as entertainment opportunities in E-Commerce.
- 6 “Business becomes a global phenomenon through E-Commerce”. Justify this statement.
- 7 List the major impacts of EC on direct marketing.
- 8 List the organizational, consumer and societal benefits of EC.
- 9 Explain Clicks-and-Mortar Model of E-Commerce.
- 10 Broker Model of E-Commerce
- 11 Distinguish Search Engine and Internet Service Provider
- 12 Describe some of the barriers to ecommerce for small businesses.
- 13 What is the difference between e-commerce over extranet and intranet?
- 14 What is EDI?
- 15 How EDI can change the way business works?
- 16 Briefly explain the two standards of EDI.
- 17 What is Internet and how it helps in e-commerce?
- 18 Difference e-commerce and e business.
- 19 Explain the term e business.
- 20 “E-commerce on Internet is risky” Comment.
- 21 What kind of e-commerce architecture is required on the web to perform e-commerce?
- 22 What do you understand by I-way and what is the need for it?

- 23 Write short notes on:
 (a) URL (b) DNS (c) Web browser (d) Web Server (e) WWW
- 24 What are the various types of broadband?
- 25 Define a virtual corporation.

III LONG ANSWER TYPE QUESTIONS:

- 1 What is the current and prospective size of electronic market? Describe in terms of B2C versus B2B electronic market?
- 2 Explain the major methods of Internet based market research.
- 3 Explain Porter's Model of Value Chain.
- 4 Discuss E-Commerce in India.
- 5 Discuss the concept of value chain in E-commerce.
- 6 What do you understand by E-Commerce? What are the benefits and drawbacks over business based on traditional mortar and bricks outlets?
- 7 Explain clearly, with suitable examples the difference between e-commerce and Electronic Data Interchange.
- 8 What do you mean by Search engine? Explain
- 9 Explain CRM and E-Commerce
- 10 Explain the history of World Wide Web.
- 11 Explain OSI Reference Model
- 12 Explain Applications of Intranet and Extranet
- 13 Explain in detail Types of Client/server Architecture.
- 14 Explain in detail B2B E-Commerce. Write in brief advantages and disadvantages of B2B.
- 15 What are the reasons for 'dot.com' bust in the year 2000? Critically analyze. Further the revival of electronic commerce today is for real' Comment on the statement. What are the reasons that make the electronic commerce that today? Compare the global and Indian scenario.
- 16 What are the different business models over Internet? Illustrate giving suitable examples.
- 17 What security and privacy issues are the limitations of the Web? Discuss.
- 18 Summarize the key benefits and drawbacks of peer-to-peer networks.
- 19 Summarize three reasons why a company may wish to introduce e-commerce.
- 20 Describe three of the main barriers to adoption of e-commerce by consumers and suggest how company could counter these.
- 21 What do you understand by E-commerce? How broad band technology play an important role in E-commerce?
- 22 Discuss the business applications on Intranet and Extranet?
- 23 Explain the following in detail?
 (a) Value chains in Electronic commerce
 (b) Components of EDI
- 24 Illustrate the following with suitable examples:
 (a) B2C (b) B2B
 (c) B2G (d) C2B
- 25 What is the difference between e-commerce and EDI? Explain with the help of suitable example?

UNIT - II

I MULTIPLE CHOICE QUESTIONS:

1 Web pages can be created using:

- A. HTML
- B. Microsoft Word
- C. MS Access
- D. None of the above

ANSWER: A

2 WWW stands for:

- A. World Wide Web
- B. World Wild Web
- C. World Wan Web
- D. All the above

ANSWER: A

3 The services provided by Internet are:

- A. FTP
- B. Telnet
- C. Usenet
- D. All the above

ANSWER: D

4 FTP stands for:

- A. File Transfer Protocol
- B. File Taking Protocol
- C. Fund Transfer Protocol
- D. Fund Transfer Packet

ANSWER: A

5 HTML stands for

- A. Hyper Text Makeup Language.
- B. Hyper Text Markup Language
- C. High Text Mean Language
- D. Hyper Text mean Language

ANSWER: B

6 The common element which describe the web page, is?

- A. heading.
- B. paragraph
- C. list
- D. All of these

ANSWER: D

7 Which of the following tag is used to mark a beginning of paragraph ?

- A. <td>
- B.

- C. <p>
- D. <tr>

ANSWER: C

8 From which tag descriptive list starts?

- A. <LL>
- B. <DD>
- C. <DL>
- D. <DS>

ANSWER: C

9 Correct HTML tag for the largest heading is

- A. <head>
- B. <h6>
- C. <heading>
- D. <h1>

ANSWER: D

10 The attribute of <form> tag

- A. method
- B. action
- C. Both (a) and (b)
- D. None of these

ANSWER: C

11 Markup tags tell the web browser

- A. How to organize the page
- B. How to display the page
- C. How to display message box on page
- D. None of these

ANSWER: B

12 www is based on which model?

- A. Local-server
- B. Client-server
- C. 3-tier
- D. None of these

ANSWER: B

- 13 Which of the following attributes of text box control allow to limit the maximum character?
A. size
B. len
C. maxlength
D. All of these
ANSWER: C
- 14 Web pages starts with which of the following tag?
A. <Body>
B. <Title>
C. <HTML>
D. <Form>
ANSWER: C
- 15 HTML is a subset of
A. SGMT
B. SGML
C. SGMD
D. None of these
ANSWER: B
- 16 Which of the following is a container?
A. <select>
B. <value>
C. <input>
D. <body>
ANSWER: A
- 17 The attribute, which define the relationship between current document and HREF'URL is ED
A. REL
B. URL
C. REV
D. All of these
ANSWER: A
- 18 <DT> tag is designed to fit a single line of our web page but <DD> tag will accept a
A. Line of text
B. Dull paragraph
C. word
D. Request
ANSWER: B

- 19 From which tag the descriptive list starts?
A. <LL>
B. <DD>
C. <DL>
D. <DS>
ANSWER: C
- 20 Correct HTML to left align the content inside a table cell is
A. <tdleft>
B. <td valign = "left">
C. <td align = "left">
D. <td leftalign>
ANSWER: C
- 21 The tag which allows you to rest other HTML tags within the description is
A. <TH>
B. <TD>
C. <TR>
D. <CAPTION>
ANSWER: D
- 22 <Base> tag is designed to appear only between
A. <HEAD>
B. <TITLE>
C. <BODY>
D. <FORM>
ANSWER: A
- 23 How can you open a link in a new browser window?
A.
B.
C.
D.
ANSWER: B
- 24 A much better approach to establish the base URL is to use
A. BASE element
B. HEAD element
C. Both (a) and (b)
D. None of these
ANSWER: A

- 25 The tag used to create a new list item and also include a hyperlink is
- A.
 - B. <DL>
 - C. <DD>
 - D.
- ANSWER: A

II SHORT ANSWER TYPE QUESTIONS:

- 1 What is the difference between form get and form post?
- 2 List some common IE6 bugs and how you dealt with them?
- 3 What is the importance of the HTML DOCTYPE?
- 4 What are some of the online tools and resources you use when you have a problem?
Where do you go to ask questions?
- 5 What is web application?
- 6 Name three ways to define a color in html?
- 7 How do you clear a floated element?
- 8 Do all HTML tags come in pair?
- 9 What are some of the common lists that can be used when designing a page?
- 10 What is the advantage of collapsing white space?
- 11 Is it possible to list elements straight in an html file?
- 12 Does a hyperlink apply only to text?
- 13 What hierarchy is being followed when in style sheets?
- 14 What happens if the list-style-type property is used on a non-list element like a paragraph?
- 15 What is the advantage of using frames?
- 16 How can I hide my source?
- 17 Why doesn't <TABLE WIDTH="100%"> use the full browser width?
- 18 How would you automatically transfer your visitors to a new web page?
- 19 You want only a vertical scrollbar and no horizontal scrollbar on your page. How would you do it?
- 20 How do you refer to the .css file in the web page?
- 21 What is a better way to design the layout of a web page – a table tag or div?
- 22 How to create nest tables within tables in HTML?
- 23 Explain Non-Breaking space in HTML.
- 24 What are logical and physical tags in HTML?
- 25 Explain marquee tag.

III LONG ANSWER TYPE QUESTIONS:

1. How do I link to a location in the middle of an HTML document?
2. Explain Cell Padding and Cell Spacing.
3. What is difference between HTML and XHTML?
4. How to create a button which acts like a link?
5. How many types CSS can be include in HTML?
6. Does HTML support Javascripts? Explain.

7. Explain various HTML list tags.
8. Explain HTML background.
9. How to insert Javascript in HTML?
10. What are the different way in which website layout can be made?
11. Differentiate different types of Doctypes from one another
12. Why it is important to set the meta information?
13. What does the elements mean in syntax given for URL in HTML?
14. What is the purpose of iframe in HTML?
15. What is the advantage of grouping several checkboxes together?
16. What if there is no text between the tags or if a text was omitted by mistake? Will it affect the display of the html file?
17. How do you create a link that will connect to another web page when clicked?
18. Can you explain the definition of the main element? What is its goal? Are the two specifications (WHATWG and W3C) in agreement on its definition?
19. Describe when it's appropriate to use the small element and provide an example.
20. Subheadings are one of the most common elements in any website. A few years ago the hgroup tag was introduced to address this need, but it has since been removed from the specs. Can you describe why hgroup was dropped and how the markup can be addressed today?
21. Is the alt attribute mandatory on img elements? If not, can you describe a scenario where it can be set to an empty value? Does an empty value affect accessibility in any way?
22. Is it possible to express a date range using a single time element?
23. What's the difference between the meter element and the progress element?
24. What is the mark element? Can you describe an example of use for this element?
25. How do you make a picture into a background image of a web page?

UNIT - III

I MULTIPLE CHOICE QUESTIONS

1. E-money is a medium for making payments
 - A. Digital
 - B. Electronic
 - C. Both (a) and (b)
 - D. None of the above
 ANSWER: A

2. Acid test is a set of properties of money transfer that include
 - A. Atomicity and isolation
 - B. Consistency and durability
 - C. Both (a) and (b)
 - D. None of the above
 ANSWER: C

3. In....., each transaction must be independent
A. Consistency
B. Isolation
C. Durability
D. None of the above
ANSWER: B
4. In ICES test, C means
A. Consistency
B. Complexity
C. Conservation
D. None of the above
ANSWER: A
5. Electronic payment is a financial transaction made the use of paper documents
A. With
B. Without
C. Both (a) and (b)
D. None of the above
ANSWER: B
6. Electronic payment media can be grouped into
A. Trusted third party type
B. Notational fund transfers related type
C. Authentication type
D. All the above
ANSWER: D
7. is a type of EPS
A. Credit card
B. Debit card
C. Smart card
D. All the above
ANSWER: D
8. Smart card is same as.....
A. Credit card
B. Debit card
C. Both (a) and (b)
D. None of the above
ANSWER: C
9. Debit card is used for
A. On line transactions
B. Off line transaction
C. Both (a) and (b)

D. None of the above
ANSWER: C

10. card is a card with a built-in chip capable of storing information in its memory
- A. Debit
 - B. Credit
 - C. Smart
 - D. None of the above
- ANSWER: C

11. Applications of smart card are:
- A. Government
 - B. Identification
 - C. Health care
 - D. All the above
- ANSWER: D

12. is an application of smart card
- A. ATM
 - B. Telecommunication
 - C. Transportation
 - D. None of the above
- ANSWER: A

13. EFT is a computer based system
- A. True
 - B. False
- ANSWER: A

14. EFT is
- A. Electronic Fund Transfer
 - B. Electrical fund transfer
 - C. Electronic fast transfer
 - D. None of the above
- ANSWER: A

15.cards andcards are two ways to make payments on a web site
- A. Debit and smart
 - B. Credit and debit
 - C. Credit and smart
 - D. None of the above
- ANSWER: B

16.allows the transfer of money itself
- A. Digital cash
 - B. Electronic money
 - C. Both (a) and (b)
 - D. None of the above

ANSWER: A

17. E-money has.....types
- A. 3
 - B. 4
 - C. 5
 - D. 6

ANSWER: A

18. Paisapay is facilitated in.....
- A. Amazon.com
 - B. eBay.co.in
 - C. Flipkart.com
 - D. None of the above

ANSWER: B

19. The way to hide digital information is through.....
- A. Cryptography
 - B. Digital certificate
 - C. Digital signature
 - D. None of the above

ANSWER: A

20. Main models of internet based payment system are:
- A. Electronic currency
 - B. Credit card
 - C. Debit card
 - D. All the above

ANSWER: D

21.card is a model of IPS
- A. Smart
 - B. Debit
 - C. Credit
 - D. All the above

ANSWER: D

22. Payment systems via the internet include
 A. Cyber cash
 B. First virtual
 C. Both (a) and (b)
 D. None of the above
 ANSWER: C
23.cards directly transfer funds from consumers bank account to the merchant's
 A. Debit
 B. Credit
 C. Both (a) and (b)
 D. None of the above
 ANSWER: A
24. Credit cards convenient for making small purchases
 A. Are
 B. Are not
 C. Both (a) and (b)
 D. None of the above
 ANSWER: A
25. ACH is
 A. Acid consistency house
 B. Automated clearing house
 C. Automated consistency house
 D. None of the above
 ANSWER: B

II SHORT ANSWER TYPE QUESTIONS:

- 1 Enumerate the various online payment systems.
- 2 What are the basic requirements of any payment system?
- 3 Briefly explain the concept of Micro, consumer and business payments.
- 4 Distinguish between pre-paid and post-paid payment system.
- 5 Explain the transaction flow in e-cash system.
- 6 Discuss the basic requirements of an online payment system.
- 7 What are the special considerations involved in the design of an online micro payment system?
- 8 Define interoperability in the context of online payment systems.
- 9 Describe what is meant by scalability, in an online payment system.
- 10 How electronic payment system differs with traditional payment systems?
- 11 Explain the working of PayPal.
- 12 What do you understand by payment gateways and how payment gateways work?
- 13 What do you mean by virtual PIN?
- 14 How electronic checks are advantageous over traditional checks?

- 15 How online banking is giving a push for e-commerce?
- 16 Write short note on Smart Card.
- 17 Explain in brief E-Wallet.
- 18 Explain the key characteristics of E-Money
- 19 Write difference between
 - (a) Atomicity and Isolation
 - (b) Scalability and interoperability
 - (c) Consistency and durability
- 20 Explain EFT.
- 21 Explain Briefly the B2B Electronic Payment Systems Stating The Application Of Each.
22. What is E-check?
23. What is e-tailing?
24. What is meant by M-Commerce?
25. What are three types of payment cards?

III LONG ANSWER TYPE QUESTIONS:

- 1 Differentiate between credit and debit cards.
- 2 Discuss the protocol developed by Visa and Master Card.
- 3 Distinguish between contact and contact less smart cards.
- 4 “Online shopping is changing market dynamics”. Comment.
- 5 Briefly explain the concept of digital and cyber cash.
- 6 What are online payment methods? What are the risks involved in Online Payment System?
- 7 Explain in detail how smart cards work.
- 8 What are the requirements of Internet Based payments? Explain
- 9 What is credit card laundering? How do you think it can be prevented?
- 10 Electronic Payment System is prerequisite for the success of electronic business. Comment. What are the issues in electronic Payment systems in Indian context?
- 11 Explain briefly the working of a credit Payment system over any other transaction.
- 12 Explain in detail the ACID test.
- 13 What is electronic payment system? Electronic business is incomplete without electronic payment system. Comment.
- 14 Explain the process of online payment in the arena of e-commerce. Explain clearly the “authorization” and “settlement” processes and how are they affected in respect of e-commerce?
- 15 What are the different possible methods of payment over internet? Explain the working of credit card or any electronic payment system over internet?
- 16 Difference between electronic payment system and traditional payment systems?
- 17 Discuss various infrastructure issues in Electronic payment systems in India.
- 18 Explain the legal, ethical and privacy issues for safety of e-payment made by a customer with a case study.
- 19 Illustrate briefly the contracts and warranties used in providing privacy to E-commerce transactions.
- 20 What is e-payment? State the principles of e-fund transfer. Why is orientation and standardization required for e-payment businesses?
- 21 Explain about certificate issuance in Master card/Visa Secure electronic transaction.

22. What is e-payment? Discuss the functions of e-payment system? Why is orientation and standardization required for e-payment business?
23. What is Smart card? Explain step by step by procedure to define the working of Payment by Smart card.
24. Explain the following:
 - A. Digital Cash
 - B. Electronic Cheque
25. What is Smart Card? Define various characteristics of it.

UNIT - IV

I MULTIPLE CHOICE QUESTIONS

1. Google.com is an example of a:
 - A. Destination site
 - B. Portal
 - C. Search engine
 - D. None of the aboveANSWER: C
2. Currency used in e-business transactions around the world
 - A. Dollars
 - B. Rupees
 - C. None of the above
 - D. All the aboveANSWER: C
3. _____ is an example of an auction site
 - A. e-bay
 - B. Ibibio
 - C. Facebook
 - D. OrkutANSWER: A
4. What items are traded in e-business
 - A. Consumer durables
 - B. Pharmaceutical products
 - C. Industrial goods
 - D. All the aboveANSWER: D
5. Once segments have been identified, organizations need to define how best to position their online services relative to competitors according to four main variables: product quality, service quality, and fulfillment time. Which variable is missing?
 - A. After sales service
 - B. Brand perception

- C. Customer value
- D. Price

ANSWER: D

6. What could be an implication for an organization if an e-business strategy is not clearly defined?
- A. Clear direction of e-business strategy
 - B. Effective integration of e-business at a technical level
 - C. Greater opportunities from evaluation of opportunities
 - D. None of the above are applicable

ANSWER: D

7. Before developing any type of strategy, a management team needs to agree the process they will follow for generating and then implementing the strategy. A framework that gives a logical sequence to follow to ensure inclusion of all key activities of an e-business strategic development is generally known as:
- A. An E-channel strategy
 - B. E- business stratification process
 - C. A strategy process model
 - D. Multi-channel e-business strategy

ANSWER: C

8. The approach by which applications of internal and external electronic communications can support and influence strategy is a definition of:
- A. Corporate Strategy
 - B. E-channel strategy
 - C. E-business strategy
 - D. E-business responsibility

ANSWER: C

9. A(n) _____ is a private corporate network that uses standard Internet protocols and interfaces.
- A. ethernet
 - B. extranet
 - C. local area network
 - D. intranet

ANSWER: D

10. When measuring the effectiveness on an online advertisement, the _____ is the percentage of visitors to a page who click on an advertisement.
- A. click ratio
 - B. click rate
 - C. click-through rate
 - D. hit ratio

ANSWER: C

11. RACE is a practical framework to help marketers manage and improve the commercial value gained from digital marketing. The term stands for Reach, Act, C, Engage. What does 'C' refer to?
- A. Collaborate
 - B. Collect
 - C. Consolidate
 - D. Convert
- ANSWER: D
12. A strength of social media and viral marketing is:
- A. Cannot be ignored in user's inbox
 - B. Considered credible
 - C. It is possible to reach a large number at relatively low cost
 - D. Highly targeted with controlled costs
- ANSWER: C
13. In future, some suggest that the task of searching for suppliers and products may be taken over by computer programmes which have defined rules or some degree of intelligence that replicates human neural functioning. These programmes are known as:
- A. Spider search engines
 - B. HTML
 - C. E-marketplace search engines
 - D. Software intelligent agents
- ANSWER: D
14. Security is a serious concern for e-business managers and there are many potential risks concerning unauthorized access to customer and company data. One way this occurs is through misleading users through setting up a bogus website and gaining user details online. What is this method known as?
- A. Denial of service
 - B. Phishing
 - C. Malware
 - D. Firewalling
- ANSWER: B
15. The fastest-growing application for the Internet is
- A. going shopping
 - B. conducting research
 - C. playing games, reading, and listening to music
 - D. using e-mail
- ANSWER: A
16. The most common method for gaining access to the Internet is through a _____.
- A. dumb terminal
 - B. virtual provider or computer
 - C. point-to-point computer

D. provider or host computer
ANSWER: D

- 17 The term ISP refers to
- A. internal software protocol
 - B. international shareware pool
 - C. Internet service provider
 - D. interface standard protocol
- ANSWER: C

- 18 These types of commercial Internet service providers are the most widely used
- A. national service providers
 - B. regional service providers
 - C. centralized service providers
 - D. decentralized service providers
- ANSWER: A

- 19 When surfing the Web, the browser interprets the HTML command found in a document file, and displays it as a(n)
- A. Applet page
 - B. Java page
 - C. Web page
 - D. Domain page
- ANSWER: C

- 20 Which of the following are not required to send and receive e-mail?
- A. e-mail account
 - B. Web page
 - C. access to the Internet
 - D. e-mail program
- ANSWER: B

- 21 _____ includes all electronics-based information exchanges within or between companies and customers.
- A. E-commerce
 - B. E-marketing
 - C. E-communication
 - D. E-business
- ANSWER: D

- 22 The flip side of e-marketing is:
- A. e-advertising
 - B. e-selling
 - C. e-commerce
 - D. e-purchasing
- ANSWER: D

23 Which of the following describes e-commerce?

- A. Doing business electronically
- B. Doing business
- C. Sale of goods
- D. All the above

ANSWER: A

24 Which segments do eBay, Amazon.com belong?

- A. B2Bs
- B. B2Cs
- C. C2Bs
- D. C2Cs

ANSWER: B

25 Which type of e-commerce focuses on consumers dealing with each other?

- A. B2B
- B. B2C
- C. C2B
- D. C2C

ANSWER: D

II SHORT ANSWER TYPE QUESTIONS:

- 1 What are the four fundamental security issues in commerce and what is the impact of the mobile commerce environment on these issues?
- 2 What are the online payment issues in mobile commerce?
- 3 What type of payment models have been used in mobile commerce?
- 4 Define issuer-centric and mobile network operator-centric payment models.
- 5 What are the important revenue streams on which sustainable businesses can be built in the mobile commerce environment?
- 6 Describe the additional benefits offered by location and search services in the mobile commerce environment as compared to the wired network environment.
- 7 What do you understand by business models?
- 8 Explain the click and mortar model.
- 9 What is Digital Commerce?
- 10 Write short note on Search Engine.
- 11 Write short note on Reverse Auction.
- 12 Define and differentiate between an infomediary and a metamediary.
- 13 Describe the taxonomy of the business models which can be used.
- 14 What is affiliate model? Provide two examples of electronic commerce business that use this model.
- 15 Describe three different revenue models for a portal such as Yahoo!.
- 16 How are e-business models and strategies related?
- 17 What is the importance of supply chain management in E-commerce.

- 18 What are some of the factors that may impact a customer's buying decision.
- 19 What are the various electronic tokens that are used in electronic payment systems?
- 20 Differentiate between a smart card and credit card.
- 21 Write a short note on Ethical issues in Electronic Commerce.
- 22 Write a short note on Marketing strategies for promoting electronic business over web.
- 23 What is electronic marketing? Describe various tools used for electronic marketing.
- 24 Explain the link between e-marketing and e-business and why they may be considered separately.
- 25 What is Online Marketing? What are the advantages and limitations of it?

III LONG ANSWER TYPE QUESTIONS:

- 1 Briefly discuss the emerging trends in e-commerce.
- 2 What is e-governance?
- 3 Enumerate some e-Governance projects undertaken.
- 4 Compare subscription Based Access Model and Prepaid Access Model.
- 5 "Virtual mall is a hosting site for many merchants, service providers, brokers and other businesses". Comment.
- 6 What is the electronic store model? What are the major impediments faced by model in less developed countries.
- 7 What are the major advantages of the manufacturer model? Describe how the model reduces market friction and costs through a value chain analysis.
- 8 Describe some alternative revenue models for a web site from a magazine publisher.
- 9 Draw a diagram summarizing the different types of online marketplace.
- 10 For an organization you are familiar with, examine the alternative business and revenue models afforded by the Internet and assess the options for the type and location of e-commerce transitions.
- 11 Select an intermediary site and assess how well it makes use of the range of business models and revenue models available to it through the Internet.
- 12 Explain what a business model is and relate it to an Internet pure play of your choice.
- 13 Discuss briefly the status of E-Governance in the country.
- 14 What are the key challenges to proliferation of E-Governance in India?
- 15 What role do you envisage for the government in smooth conduct of E-Commerce in country?
- 16 Societal impacts of E-commerce?
- 17 Discuss legal and ethical issues in e – commerce?
- 18 Can you describe why Google is so important to running an online business? Can you make specific detailed recommendations that show what your client should do to gain maximum benefit from Google?
- 19 Describe the objectives and characteristics of web advertising. Also describe the major advertising methods used on the web.
- 20 What are the various revenue models adopted by organizations for E-Business. Explain.
- 21 What are the requirements for conducting e-commerce for an organization dealing in books and music titles?

- 22 Explain salient features of home banking. Also, discuss the management issues in connection with online banking.
- 23 Electronic Business changes the way business processes are performed in a organization. Comment. What are the changes that result from adopting electronic Business models? Give suitable examples.
- 24 What are the infrastructure requirements for adopting electronic business models? Illustrate with an example details of the hardware, software communication network and other tools that may be required to set up the e-Business?
- 25 What is Electronic Market Place? Describe it for Buyer and Seller.

QUESTION BANK

PRINCIPLES OF INSURANCE

BCOM - 316

QUESTION BANK
PRINCIPLES OF INSURANCE – BCOM 316
BCOM(H) VI

UNIT - I

I MULTIPLE CHOICE QUESTIONS:

- 1 Largest Life Insurance Company in India is:
- A. The New India Assurance Company Limited
 - B. Life Insurance Corporation of India (LIC)
 - C. United India Insurance Company Limited
 - D. National Insurance Company Limited

ANSWER B

- 2 The term risk may be defined as:
- A. The possibility of adverse results flowing from any occurrence.
 - B. The possibility of an outcome being different from the expected one.
 - C. Both a and b
 - D. None of the above

ANSWER C

- 3 Risk of premature death is a
- A. Financial risk
 - B. Personal risk
 - C. Dynamic risk
 - D. Subjective risk

ANSWER B

- 4 Insurance is a risk management technique involving:
- A. Risk retention
 - B. Risk avoidance
 - C. Loss control
 - D. Risk transfer

ANSWER D

- 5 Organisations are mainly concerned with managing
- A. Pure risks
 - B. Speculative risks
 - C. Personal risks
 - D. None of the above

ANSWER A

- 6 The first step in risk management process is
- A. Risk avoidance
 - B. Risk identification
 - C. Insurance
 - D. Risk evaluation
- ANSWER D
- 7 Main emphasis of risk management is on _____.
- A. Risk retention
 - B. Reduction of cost of handling risk
 - C. Risk transfer
- ANSWER B
- 8 Cost of loss control is
- A. cost of reducing frequency and severity of loss
 - B. cost of paying workers compensation
 - C. cost of self-insurance
- ANSWER A
- 9 Following are the risk management methods:
- A. Insurance
 - B. Hedging
 - C. Derivatives
 - D. All of the above
- ANSWER D
- 10 Which of the following types of risks best meets the requirements for being insurable by private insurers?
- A. Market risks
 - B. Property risks
 - C. Financial risks
 - D. Political risks
- ANSWER B
- 11 All of the following are financial risks which may be faced by business organizations EXCEPT
- A. Interest rate risk.
 - B. Commodity price risk.
 - C. Product liability risk.
 - D. Currency exchange rate risk.
- ANSWER C

- 12 Risk management follows a systematic process which involves.....steps.
A. Two
B. Three
C. Four
D. Five
ANSWER D
- 13 Risk management information system is not useful in one of the following
A. Reporting
B. Hedging
C. Claim adjustment process review
ANSWER B
- 14 Event of high frequency and low severity fall in the self-retention category
A. True
B. False
ANSWER A
- 15 When an event is stated to be possible, it has a probability between
A. Zero and one
B. Zero or one
C. None of these
D. Both of the above
ANSWER A
- 16 If the most impossible event is assigned a value of zero, then most inevitable event is assigned a value
A. Of one
B. Between zero and one
C. Between zero to 10
D. Between 10 to 100
ANSWER D
- 17 Which of the statements are true?
A. Risk retention and risk transfer are some of the techniques to manage risks.
B. Implementation is one of the steps in risk management
A. Statement A.
B. Statement B.
C. Both the statements
D. Neither of the statements
ANSWER C
- 18 Which of the statements are true?
A. Loss prevention and loss reduction mean different things.
B. Risk maybe transferred by contract.
A. Statement A.

- B. Statement B.
- C. Both the statements
- D. Neither of the statements

ANSWER B

19 Which of the statements is correct?

- A. The simplest way to deal with a risk is to avoid it.
- B. This technique is always possible and practical.
- A. Statement A.
- B. Statement B.
- C. Both the statements
- D. Neither of the statements

ANSWER D

20 Which of the statements is correct?

- A. One of the methods of risk retention is by way of voluntary excess or deductible available under the policy.
- B. Another method of retention of risk is to absorb small losses as normal operating expenses of business.
- A. Statement A.
- B. Statement B.
- C. Both the statements
- D. Neither of the statements

ANSWER C

21 When should a risk be avoided?

- A. When the risk event has a low probability of occurrence and low impact
- B. When the risk event is unacceptable -- generally one with a very high probability of Occurrence and high impact
- C. When it can be transferred by purchasing insurance
- D. A risk event can never be avoided

ANSWER B

22 Risk management can be defined as the art and science of _____ risk factors throughout the life cycle of a project.

- A. Researching, reviewing, and acting on
- B. Identifying, analyzing, and responding to
- C. Reviewing, monitoring, and managing
- D. Identifying, reviewing, and avoiding
- E. Analyzing, changing, and suppressing

ANSWER A

23 When a firm buys insurance to cover losses caused by riots, the firm is

- A. Transferring risk.
- B. Avoiding risk.
- C. Assuming risk.

D. Reducing risk.
ANSWER A

- 24 Suppose a project has many hazards that could easily injure one or more persons and there is no method of avoiding the potential for damages. The project manager should consider _____ as a means of deflecting the risk.
- A. Abandoning the project
 - B. Buying insurance for personal bodily injury
 - C. Establishing a contingency fund
 - D. Establishing a management reserve
 - E. Not acknowledging the potential for injury

ANSWER B

- 25 The cause of loss or a contingency that may cause a loss is known as-----
- A. Hazard
 - B. peril
 - C. Risk
 - D. Uncertainty

ANSWER D

II SHORT ANSWER TYPE QUESTIONS:

- 1 Define risk.
- 2 What is degree of risk?
- 3 Differentiate between risk and uncertainty.
- 4 Distinguish between 'Interest rate risk' and 'currency risk'
- 5 Write a short note on risk management.
- 6 What do you mean by cost of risk?
- 7 Differentiate between a peril and a hazard.
- 8 Write a short note on subjective and objective risks.
- 9 Diagrammatically show the risk management department.
- 10 Define RMIS.
- 11 What is risk avoidance? Give an example.
- 12 How does the risk management process start?
- 13 Compare a speculative risk with a pure risk and give an example of each.
- 14 Describe risk elimination.?
- 15 Explain how enterprise risk management process differs from traditional form of risk management.?
- 16 Explain the various methods of risk management in corporations?
- 17 How 'risk rating' can be used for 'risk management'?
- 18 Explain why speculative risks are generally not insurable.
- 19 What are the benefits of the risk management?
- 20 Distinguish between risk management and disaster management.?
- 21 Is risk different from uncertainty? Give examples of risk involving property, life, death, loss of income and financial losses.
- 22 Whether risk management process is meant for

prevention of future risk or for reducing the risk already happened? Explain.

- 23 Differentiate between Static and Dynamic risks?
- 24 Differentiate between Financial and Non Financial risk?
- 25 Differentiate between Pure and speculative risks?

III LONG ANSWER TYPE QUESTIONS:

- 1 Discuss the various types of risk faced by business organizations.
- 2 Differentiate between static risk and dynamic risk.
- 3 How is pure risk different from speculative risk?
- 4 Discuss in detail the concept and objectives of risk management.
- 5 What principles must be kept in mind while managing the risk?
- 6 Explain risk management information system.
- 7 Enumerate the steps for risk management process.
- 8 Explain the different methods used for risk management.
- 9 "The business is exposed to numerous types of risks." Elaborate.
- 10 Through probability distribution, how can the risk are measured? Explain the concept of expected value.
- 11 What is normal distribution? Explain its characteristics. How is it useful with respect to risk measurement?
- 12 Explain the following concepts of probability and statistics for risk measurement: a) skewness, b) correlation, c) variance and standard deviation.
- 13 Explain the use of sample mean and sample standard deviation for risk measurement.
- 14 Explain the technique of 'Risk Measurement, 'Risk Evaluation' and 'Risk Prediction' for natural disasters.
- 15 How 'risk rating' can be used for 'risk management'? Illustrate process of 'Risk Assessment' and 'Risk Handling' for giving loans
- 16 "Pure risks are always insurable." Comment.
- 17 Explain the application of statistical techniques in risk avoidance.
- 18 Define risk. List some ways in which risk creates an economic burden for society.
- 19 What are the steps in developing a risk management plan? Why is the order of the steps important? Which step is the most difficult to accomplish.
- 20 Explain how enterprise risk management process differs from traditional form of risk management.
- 21 Explain the various methods of risk management in corporations. Comment on the transition that is taking place in the risk management function and its practices in the current scenario.
- 22 Define Risk. Explain its different types.
- 23 What is risk management? Explain its objectives and methods
- 24 What is Risk measurement? Explain the following concepts of probability and statistics for risk measurement
 - A. Skewness
 - B. Correlation
 - C. Variance and standard deviation
- 25 How is risk reduction or minimization used in the process of risk management?

UNIT – II

I MULTIPLE CHOICE QUESTIONS:

- 1 Which of the following is the similarity between insurance and gambling:
- A. The amount of loss to be paid is known before hand.
 - B. Promise to pay on the happening of the event
 - C. Both the parties win on happening of an event.
 - D. Both are enforceable at law.

ANSWER A

- 2 The business of insurance is related to protection of:
- A. savings
 - B. status
 - C. profits
 - D. economic value of assets

ANSWER D

- 3 The concept of insurance is
- A. to share losses by many
 - B. to make money out of death
 - C. to earn interest
 - D. to earn a status

ANSWER A

- 4 Insurance covers the risk of the most certain event -
- A. Death of a person
 - B. protection of the childhood
 - C. protection of old age
 - D. all of the above

ANSWER B

- 5 Insurance cover
- A. Protects assets
 - B. prevents loss
 - C. reduces the impact of loss
 - D. insures immortality

ANSWER C

- 6 The company doing insurance business is called:
- A. mutual funds
 - B. non-banking firm

- C. banking company
- D. an insurance company

ANSWER D

- 7 All of the following are disadvantages of using insurance EXCEPT
- A. There is an opportunity cost because premiums must be paid in advance.
 - B. Considerable time and effort must be spent selecting and negotiating coverages.
 - C. It results in considerable fluctuations in earnings after a loss occurs.
 - D. Attitudes toward loss control may become lax.

ANSWER C

- 8 All of the following can be classified as casualty insurance EXCEPT
- A. Marine insurance.
 - B. General liability insurance.
 - C. Workers compensation insurance.
 - D. Burglary and theft insurance.

ANSWER A

- 9 Insurance eliminates or decreases the uncertainty associated with occurrence of an event
- A. Correct
 - B. Wrong
 - C. Partially correct
 - D. Totally misleading

ANSWER C

- 10 The insurance plays a role in the economic development of the country in following ways:
- A. Release capital for new investments.
 - B. The job potential increases
 - C. Money collected is invested in infrastructure
 - D. All of the above

ANSWER D

- 11 Insurance brokers are governed by
- A. Sale of Goods Act
 - B. Agency Law
 - C. IRDA Act, 1999
 - D. Mercantile Law

ANSWER C

- 12 A reinsurance of insurance refers to _____.
- A. line.
 - B. retention.
 - C. retrocession.
 - D. cession.

ANSWER C

- 13 IRDA Act, 1999 defines insurance intermediary as one including also
- A. Insurance broker
 - B. UTI Agent
 - C. Sarpanch
 - D. Medical Examiner
- ANSWER A
- 14 Insurance reduces the extent of financial loss connected with uncertain events
- A. True
 - B. False
 - C. To the extent of insurance cover
 - D. Does not reduce the loss at all
- ANSWER C
- 15 The business of insurance is related to protection of
- A. Savings
 - B. Status
 - C. Profits
 - D. Economic value of assets
- ANSWER D
- 16 Which of the following is the similarity between insurance and gambling?
- A. The amount of loss to be paid is known beforehand
 - B. Promise to pay on the happening of an event
 - C. Both the parties win on happening of an event
 - D. Both are enforceable at law
- ANSWER A
- 17 What is underwriting in Insurance ?
- A. Process of investing the premiums which insurance provider collect from insured parties.
 - B. A claim arises on the occurrence of a specified event
 - C. Process by which insurers select the risks to insure and decide how much in premiums to charge for
 - D. The ratio of losses and expenses to premium
- ANSWER C
- 18 Insurance Sector in India is regulated by IRDA. What is full name of IRDA?
- A. Insurance Regulating and Development Agency
 - B. Insurance Rules and Development Authority
 - C. Insurance Rules and Deployment Authority
 - D. Insurance Regulatory and Development Authority
- ANSWER D

19 When was IRDA Act passed?

- A. 1972
- B. 1999
- C. 1989
- D. 2000

ANSWER A

20 Which of the following is the main objective of IRDA:

- A. To take care of the policy holder interest
- B. To open the insurance sector for private sectors
- C. To supervise the activities of intermediaries
- D. All of above

ANSWER A

21 The general insurance business in India was nationalized in the year.

- A. 1976
- B. 1956
- C. 1983
- D. 1972

ANSWER D

22 The main role of an underwriter in a non-life insurance company is normally to

- A. assess the acceptability of particular risks
- B. certify a loss when claims are submitted.
- C. design the structure of the products to be offered.
- D. negotiate with the industry regulator.

ANSWER A

23 Akshat is a relatively cautious person. In insurance terms, this will normally increase the likelihood that he will

- A. be considered an above average insurance risk.
- B. be considered a below average insurance risk.
- C. require insurance cover.
- D. require reinsurance cover.

ANSWER C

24. Which of the statements is correct?

- A. Insurance is a transfer of risk mechanism.
- B. Insurance gives physical protection to assets.
- A. Statement A.
- B. Statement B.
- C. Both the statements.
- D. Neither of the statements

ANSWER A

25. Transfer of rights and remedies of the insured to the insurer after indemnity has been effected is called _____.
- Insurable interest.
 - Subrogation
 - Proximate clause.
 - Money back policy.
- ANSWER B

II SHORT ANSWER TYPE QUESTIONS:

- Explain the concept of Insurance?
- Write a note on Privatization of Insurance
- Explain the impact of Globalization of Insurance sector on India.
- Define insurance.
- How is insurance useful for corporate?
- Define reinsurance.
- Write a short note on coinsurance.
- Enumerate the various regulations of risk reduction by IRDA.
- What is double insurance?
- What is the difference between insurance and double insurance?
- Name some prominent Indian and foreign players in Insurance sector of India.
- Evaluate the role of IRDA.
- Distinguish between Life and General Insurance.
- In your view, what steps can be taken to improve demand of insurance in India and similar developing countries?
- “Insurance is risk transfer and risk sharing.” Do you agree with this statement? Explain.
- Discuss the impact of globalisation of insurance industry in India.
- Explain the principles of the Insurable Interest.
- Explain the principles of Indemnity.
- Explain the principles of Estoppel.
- What is the role of IRDA in development of insurance sector in India?
- What are the types of Insurance Industry?
- Who are the Intermediaries of Insurance?
- Write the importance of Insurance sector for general public?
- Differentiate between Brokers and Agents and Regulators of Insurance Industry?
- Distinguish between reinsurance and coinsurance

III LONG ANSWER TYPE QUESTIONS:

- Explain the various factors that influence the demand for Insurance
- What is the role of Insurance for an individual?
- Define all risk insurance. Discuss various types of Insurance.
- Evaluate the performance of Indian Insurance sector in terms of Global Insurance Market Penetration and Growth.
- Discuss the role of insurance in national and international economy.

- 6 Define Reinsurance. Briefly explain the various objectives of reinsurance.
- 7 Distinguish between Facultative and Treaties.
- 8 Explain the role of IRDA.
- 9 Discuss in brief the development of Indian insurance industry.
- 10 “Liberalization and Globalization of insurance industry have changed the traditional channels of marketing of insurance products.” Justify this statement.
- 11 How is insurance contract different from a commercial contract?
- 12 How has insurance industry developed in India? What were the major reforms in the Indian insurance sector?
- 13 Why privatization of Indian insurance sector was undertaken? Discuss.
- 14 Who are the new entrants to Indian insurance market? What is the present scenario of insurance market?
- 15 Discuss the characteristics of insurance in detail.
- 16 Differentiate between reinsurance and coinsurance.
- 17 Define reinsurance. Briefly explain the role of reinsurers and capital requirements. Illustrate the various types of reinsurance arrangements.
- 18 State the various perspectives of insurance business in a globalised scenario.
- 19 List the factors affecting the demand for insurance in developing countries.
- 20 Describe the role, powers and functions of Insurance Regulatory and Development Authority.
- 21 How has insurance industry developed in India? Why privatization was taken? What is the present scenario?
- 22 Discuss the following terms
 - Insurable risk
 - Reinsurance
 - Coinsurance
 - Assignment
 - Transferor of risk
- 23 In what ways globalization has impacted insurance sector of India? Explain the recent developments in insurance sector.
- 24 How has Insurance industry evolved in India? Explain in detail.
- 25 Discuss the differences in the insurance industry across developed and developing countries.

UNIT – III

I MULTIPLE CHOICE QUESTIONS:

1. Which one of the following comes under miscellaneous insurance?
 - A. Marine Insurance
 - B. Motor Insurance
 - C. Fire Insurance
 - D. Group Insurance

ANSWER B

2. _____ policy matures on the assured death or on his attainment of a particular age whichever occurs earlier.

- A. Endowment.
- B. Money back.
- C. Joint life
- D. Single premium.

ANSWER A

3. On the death of the bread-earner, two losses occur in the family-one is loss of human life and the other

- A. Earning power of family
- B. Loss of insurance
- C. Loss of investments
- D. Loss of bank deposits

ANSWER A

4. The principle of indemnity is applicable to _____ only.

- A. Life Insurance
- B. Personal accident insurance
- C. Proximate Cause
- D. Property insurance

ANSWER D

5. Insurance is based on the principle of _____.

- A. co-operation.
- B. Democracy
- C. Equality
- D. welfare

ANSWER A

6. _____ are those terms, which are written on the policy.

- A. Express Warranties
- B. Implied Warranties
- C. Memorandum Warranties
- D. Valuation Clause

ANSWER A

7. Which of the following statements is true: Under a fire policy-

- A. Insurance is a transfer of risk mechanism.
- B. Insurance gives physical protection to the assets.
- C. Statement A
- D. Statement B

ANSWER A

- 8 Which of the following statements is correct?
- A. One of the methods of risk retention is by way of voluntary excess or deductible available under the policy.
 - B. Another method of retention of risk is to absorb small losses as normal operating expenses of business.
 - C. Statement A
 - D. Statement B
- ANSWER C

- 9 Which of the following types of loss exposures are best met by the use of avoidance?
- A. low-frequency, low-severity
 - B. low-frequency, high-severity
 - C. high-frequency, low-severity
 - D. high-frequency, high-severity
- ANSWER D

- 10 Consideration on the part of the life insured in respect of a life insurance contract is
- A. A promise to take a new policy
 - B. The insured's promise to pay the premium under the policy.
 - C. The payment made towards premium by the insured.
 - D. Proposal completed and signed by the person.
- ANSWER B

11. The policy holder's duty to disclose material fact lies at the time of
- A. Taking a policy
 - B. Revival of policy
 - C. Reinstatement of surrendered policy
 - D. All of the above
- ANSWER D

- 12 Which of the following is an evidence of insurance contract?
- A. Policy of insurance
 - B. Payment of premium
 - C. Cover note
 - D. Acceptance of proposal
- ANSWER A

- 13 Which of the following statements is correct?
- A. People do not see the need for life insurance as top priority.
 - B. People hesitate to buy life insurance because they prefer to enjoy the present.
 - C. Both the statements are correct.
 - D. Both the statements are wrong.
- ANSWER C

- 14 The principle of utmost good faith does not apply to :
- A. Facts of common knowledge
 - B. Facts of Law
 - C. Facts which are not material for underwriting
 - D. All the three kinds of facts mentioned above.
- ANSWER D
- 15 Which of the statement is correct?
- A. Existence of the subject-matter is an express condition.
 - B. There are no implied conditions in insurance contracts
 - A. A. is correct
 - B. B. is correct
 - C. Neither is correct
 - D. Both the correct
- ANSWER C
- 16 The clause which sets out the essence of the contract is
- A. The Preamble
 - B. Recital Clause
 - C. Conditions
 - D. Operative Clause
- ANSWER D
- 17 Endorsement can be used in a policy giving effect to
- A. Renewal
 - B. Change in premium
 - C. Change in subject-matter of insurance
 - D. All of the above
- ANSWER D
- 18 Policy stamp needs to be affixed on the
- A. Endorsement
 - B. Cover note
 - C. Policy
 - D. All of the above
- ANSWER C
- 19 Cover note can be issued by
- A. Agents
 - B. Development officers
 - C. Insurers
 - D. All of the above, depending on company guidelines
- ANSWER D

- 20 What is the minimum age for a person to effect a contract of insurance?
- A. 25 years
 - B. 18 years
 - C. 12 years
 - D. 20 years

ANSWER B

- 21 Insurable Interest is defined by:
- A. The Insurance Act
 - B. The Contracts Act
 - C. By IRDA
 - D. Not defined in any written law

ANSWER D

- 22 Which of the following is true?
- A. Policy form is a legal document.
 - B. The warranties inserted in a policy safeguard the interest of the insured.
 - A. A is True
 - B. B is True
 - C. Both are true
 - D. Neither is true

ANSWER B

- 23 In case of life insurance, insurable insurance should not exist?
- A. At the inception of the policy.
 - B. At the time of a claim.
 - C. At the time of every renewal premium payment.
 - D. All the above occasions.

ANSWER A

- 24 Notification of Alterations in Risk is a condition
- A. Precedent to liability
 - B. Subsequent to liability
 - C. Precedent to the contract
 - D. Subsequent to the contract

ANSWER A

- 25 A person's insurable interest in his own life is:
- A. Unlimited
 - B. Limited
 - C. 10 times the husband's salary
 - D. None of the above

ANSWER A

II SHORT ANSWER TYPE QUESTIONS:

- 1 What are the methods of handling risk?
- 2 Write short note on risk retention.
- 3 Explain Risk transfer.?
- 4 Define pooling of risk.
- 5 Write a short note on estoppel.
- 6 Define waiver.
- 7 Define endowment insurance.
- 8 Write a short note on principle of indemnity.
- 9 Define loss adjustment expenses.
- 10 State the features of the insurance contract.
- 11 What is Insurance Ombudsman?
- 12 What do you mean by Reinsurance?
- 13 What is the meaning of Premium and Policy with reference to an Insurance contract?
- 14 What is the basic relationship between the age of the individual and the insurance premium?
- 15 Name the parties in Insurance contract.
- 16 Difference between Life and Non life insurance?
- 17 Explain the principle of Utmost Good faith
- 18 What are the factors affecting motor insurance?
- 19 What are the developments held in FIRE insurance industry?
- 20 What are the developments held in Marine insurance industry?
- 21 Explain the principle of Utmost Insurable interest?
- 22 What is Indemnity?
- 23 Explain the formation of Fire insurance Contract?
- 24 Explain the formation of Life insurance Contract?
- 25 Explain the formation of Marine insurance Contract?

III LONG ANSWER TYPE QUESTIONS:

- 1 “Pooling arrangement is the method of risk sharing.” Elaborate.
- 2 Explain insurance as a risk pooling arrangement.
- 3 What types of costs are associated with pooling arrangement?
- 4 How can risk exposure to individuals be identified? Explain in detail.
- 5 Briefly summarize the various legal provisions applicable to insurance business in India.
- 6 Explain the concept of pooling. Also, explain the various methods and techniques of pooling arrangement.
- 7 Define loss exposure and its impact on various categories of persons and organizations.
- 8 Discuss the various legal aspects related to insurance contract.
- 9 What are the laws and regulations applicable for insurance?
- 10 Differentiate estoppel and waiver.
- 11 Differentiate between risk retention and risk transfer.
- 12 Explain how pooling.
- 13 Describe loss control measures that an individual can take to reduce the risk of being injured in an automobile accident.

- 14 What major methods are used to finance losses? How does loss financing differ from internal risk reduction?
- 15 Explain the principal ways in which insurance companies can reduce risk through diversification.
- 16 What is Indemnity? Is it applicable to all classes of insurance? Give reasons for your answer.
- 17 “The Insurance business model is a dual application of law of large numbers”. Comment.
- 18 “Subrogation arises under all contracts of general insurance.” Comment.
- 19 Define pooling. Distinguish between pooling and diversification. How pooling can reduce risk for a given group of potential insured and the insurance company?
- 20 Pooling Arrangement is the method of risk sharing. Elaborate this term.
- 21 What are the principles of Insurance?
- 22 What are the advantages of insurance?
- 23 Explain the principle of Utmost Good faith and the principle of Insurable interest in respect of Insurance contract.
- 24 An insured is a cancer patient but does not disclose this fact in his proposal form’. Which principle of insurance is being violated? Explain.
- 25 Goods kept in a store catch fire but as they are insured the owner does not take any steps to save them. Which principle of insurance is being violated? Explain.

UNIT - IV

I MULTIPLE CHOICE QUESTIONS:

- 1 Consideration on the part of the life insured in respect of a life insurance contract is
 - A. A promise to take a new policy
 - B. The insured’s promise to pay the premium under the policy.
 - C. The payment made towards premium by the insured.
 - D. Proposal completed and signed by the person.
 ANSWER B

- 2 The policy holder’s duty to disclose material fact lies at the time of
 - A. Taking a policy
 - B. Revival of policy
 - C. Reinstatement of surrendered policy
 - D. all of the above
 ANSWER D

- 3 Which of the following is an evidence of insurance contract?
 - A. Policy of insurance
 - B. Payment of premium
 - C. Cover note
 - D. Acceptance of proposal
 ANSWER A

4 The clause which sets out the essence of the contract is

- A. The Preamble
- B. Recital clause
- C. Conditions
- D. Operative clause

ANSWER D

5 Occupation is important for risk classification because of:

- A. Income earned by individual
- B. Tension, stress and worries given by workplace
- C. damage caused by pollution at work place
- D. both b and c

ANSWER D

6 A complete proposal form contains the information about

- A. Moral hazard
- B. Physical hazard
- C. Personal history of proposer and identity of the property insurance
- D. All of the above

ANSWER B

7 Valuation in life insurance means

- A. The process of arriving at the profit of a life insurance company
- B. The process of determining the net premium for a life insurance policy
- C. The process of arriving at the bonus in a life insurance company
- D. The process by which the value of all the existing policies is ascertained in a life insurance company.

ANSWER D

8 Endorsement can be used in a policy giving effect to

- A. Renewal
- B. Change in Premium
- C. Change in subject matter of insurance
- D. All of the above

ANSWER D

9 Fire Insurance is based on the principle of ?

- A. Utmost good faith
- B. Insurable interest
- C. Indemnity
- D. Co-operation

ANSWER C

- 10 Which is the consequential loss in the fire insurance?
A. loss of profit on account of fire
B. property damaged by matter used for extinguishing fire
C. loss due to collapse of walls at the time of fire.
ANSWER A
- 11 Fire insurance is a personal contract because
A. it is a contract of utmost good faith
B. it is a contract of insurable interest
C. the contract does not insure the safety of the property but only the insured from pecuniary loss due to fire
ANSWER C
- 12 Which of the statements is correct?
Under a fire policy-
A. Insurance is a transfer of risk mechanism.
B. Insurance gives physical protection to assets.
A. Statement A. is correct
B. Statement B. is correct
C. Both are correct
D. Neither is correct
ANSWER B
- 13 Which of the following is an accidental loss by fire?
A. loss of profit on account of fire
B. loss on account of delay
C. Damage caused by a fire brigade in carrying out its fire fighting operation.
D. Loss of market
ANSWER B
- 14 The major law governing marine insurance in India is
A. English Marine Insurance Act, 1906
B. Marine Insurance Act, 1963
C. IRDA Act, 1999
D. General Insurance Nationalisation Act, 1972
ANSWER C
- 15 Can a marine policy be assigned?
A. Can be assigned before the loss
B. Can be assigned after the loss
C. cannot be assigned
D. both a and b
ANSWER C

- 16 Constructive total loss in marine insurance means
- A. same as total loss
 - B. a partial loss
 - C. the loss caused is so huge that the cost of repairs would exceed the actual amount, so it is adjudged as a total loss
 - D. a loss which is not covered
- ANSWER A
- 17 Group insurance is ideally suited for covering
- A. Affluent persons in the society
 - B. Weaker sections of the society
 - C. Employer-employee groups
 - D. Both B. and C.
- ANSWER D
- 18 Unemployment insurance is a component of
- A. ESI Act
 - B. Social Security Act
 - C. Worker's Compensation Act
 - D. None of the above
- ANSWER B
- 19 Which is the right time for taking life insurance?
- A. When you are about to get married
 - B. Soon after you have got married
 - C. Just when you are joined a new job
 - D. All the three 'times' are right
- ANSWER D
- 20 Which type of insurance protects the policyholder against loss or damage to a ship or its cargo on the high seas?
- A. Hazards
 - B. Inland
 - C. Transportation
 - D. Marine
 - E. Property
- ANSWER D
- 21 Which of the following is not covered under General Insurance?
- A. Theft insurance
 - B. Marine insurance
 - C. Life insurance
 - D. Fire insurance
- ANSWER C

22. Which principle suggests that insured should try to minimize the loss of his property even if it is insured?
- A. Principle of indemnity
 - B. Principle of Mitigation
 - C. Principle of Proximate Cause
 - D. Principle of contribution

ANSWER B

23. Group insurance is ideally suited for covering
- A. Affluent persons in the society
 - B. Weaker sections of the society
 - C. Employer-employee groups
 - D. Both B. and C.

ANSWER B

24. Fire insurance can be taken in respect of _____
- A. movable property only
 - B. immovable property only
 - C. both movable and immovable properties
 - D. persons only

ANSWER C

25. All of the following can be classified as casualty insurance Except _____.
- A. marine insurance.
 - B. general liability insurance.
 - C. workers compensation insurance.
 - D. burglary and theft insurance.

ANSWER A

II SHORT ANSWER TYPE QUESTIONS:

- 1 Distinguish between 'term insurance' and 'endowment policies'.
- 2 Write short note on Insurable Interest
- 3 Explain Uberrima Fides with example.
- 4 Define Doctrine of Subrogation.
- 5 Explain Principles of Contribution with example.
- 6 What is key-man Insurance?
- 7 Define Agriculture insurance
- 8 Write short note on Health Insurance
- 9 Explain Motor Car Insurance
- 10 Write short note on Accident Insurance
- 11 What is Bancassurance?
- 12 A house worth Rs 600,000 has been insured for Rs 400,000. After some time, the house is completely destroyed by fire. For what amount the Insurance Company will be liable to the Insured?
- 13 Explain the term Joint Life Insurance policy.

- 14 State any four principles of Marine Insurance.
- 15 What do you mean by Whole Life Insurance policy?
- 16 Define insurance contract. Discuss various essentials of a valid insurance contract.
- 17 Explain difference between life insurance and general insurance.
- 18 Explain the principles of 'Insurable Interest' and 'Implied Warranties' as regard to Marine Insurance.
- 19 Define Automobile Insurance. What are the types of Motor Insurance?
- 20 What factors are considered in Motor Insurance for Premium rating?
- 21 What is health insurance? What are its benefits? How health insurance can be useful for huge population of India?
- 22 Differentiate between life insurance and marine insurance?
- 23 Discuss the development of Life & FIRE Insurance.
- 24 Discuss the development of social security insurance?
- 25 What are the various scheme of social security started by govt?

III LONG ANSWER TYPE QUESTIONS:

- 1 Discuss the Exclusion of Perils' in an insurance contract.
- 2 Explain the essential features of life insurance contract. How 'Proximate Cause' is not indispensable in case of life insurance contract?
- 3 Define Insurance. What are the characteristics of an insurable interest?
- 4 What is the role of Insurance for an individual?
- 5 Discuss various classification of Life Insurance.
- 6 Classify the needs of people for life insurance. Do these needs exist simultaneously and in same measure for all persons? How different kind of insurance policies meet the needs of people?
- 7 Define Fire Insurance and Marine Insurance. Also, differentiate between the two.
- 8 Discuss the development of Life Insurance.
- 9 Explain in detail Marine Insurance cover available in India.
- 10 Define General Insurance business. Give details of the development of General Insurance in India.
- 11 Define Fire Insurance. What are the features of Fire Insurance contract?
- 12 What are whole-life policies? Discuss the various types of whole-life policies.
- 13 Discuss the life insurance policies according to mode of payment.
- 14 What are the various life insurance policies according to the number of persons insured?
- 15 Explain the process of getting insurance claim in case of the death of the person. How are the benefits under 'Accident and Disability being paid'?
- 16 Discuss the development of life insurance business in India.
- 17 How has life insurance business grown after nationalization?
- 18 What are the various life insurance needs which have to be identified?
- 19 Define risk in life insurance? What are the various factors which affect risk in life insurance?
- 20 Discuss the various types of term assurance policies.
- 21 Who is an Actuary? What is the role of actuaries in an insurance company?
- 22 Explain the principles of insurance giving examples from Motor and Health Insurance business.

- 23 Describe the features of two insurance products- one life and other non life of any insurance players(s) of your choice. Comment on the pricing and marketing strategy adopted by the respective insurance player(s) for the selected product.
- 24 Explain various fire insurance policies
- 25 Differentiate between life insurance and marine insurance. Describe various marine insurance policies.