

# **QUESTION BANK**

**MBA**

**SEMESTER 1**

**Vol. II**

**FOR PRIVATE CIRCULATION**

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# **QUESTION BANK**

## **IT FOR MANAGERS**

**MS 109**

**QUESTION BANK**  
**IT FOR MANAGERS - MS 109**  
**MBA I**

**UNIT - I**

**I Multiple Choice Questions:**

- 1 Which amongst the following is not a logic gate?
  - (a) NAND
  - (b) NOR
  - (c) AND
  - (d) TTL
  
- 2 CPU is also called:
  - (a) Brain of Computer
  - (b) Memory of computer
  - (c) Monitor of computer
  - (d) None of the Above
  
- 3 Which amongst the following is not an input device?
  - (a) Keyboard
  - (b) Mouse
  - (c) Joystick
  - (d) Printer
  
- 4 The complement of  $10101_2$  is :
  - (a)  $01010_2$
  - (b)  $01101$
  - (c)  $11010$
  - (d)  $11101$
  
- 5 The complement of  $37_{10}$  is:
  - (a)  $62_{10}$
  - (b)  $52_{10}$
  - (c)  $48_{10}$
  - (d)  $87_{10}$
  
- 6 CPU comprises of:
  - (a) Input Unit
  - (b) Output Unit
  - (c) Control Unit

- (d) Control Unit and Arithmetic and Logical Unit.
- 7 Calculations are performed in:
- (a) ALU
  - (b) Control Unit
  - (c) Storage Unit
  - (d) Input Unit
- 8 A byte consists of:
- (a) 1 bit
  - (b) 2 bits
  - (c) 4 bits
  - (d) 8 bits
- 9 Which of the following is used in Banking Industry?
- (a) OMR
  - (b) OCR
  - (c) MICR
  - (d) Bar Code
- 10 A nibble consists of:
- (a) 2 bits
  - (b) 4 bits
  - (c) 8 bits
  - (d) 16 bits
- 11 Commutative law states that:
- (a)  $X + Y = Y + X$
  - (b)  $X + 0 = X$
  - (c)  $X + 1 = X$
  - (d)  $X \cdot 1 = X$
- 12 Associative law states that:
- (a)  $x + (y + z) = (x + y) + z$
  - (b)  $x \cdot (y \cdot z) = (x \cdot y) \cdot z$
  - (c) Both (a) and (b)
  - (d) None of the above

- 13 Logical multiplication operator is known as:
- (a) AND operator
  - (b) OR operator
  - (c) NOT operator
  - (d) None of the above\
- 14 Which amongst the following is not a register?
- (a) MAR
  - (b) MBR
  - (c) Accumulator
  - (d) RISC
- 15 A program counter holds:
- (a) Address of Next Instruction
  - (b) Address of current instruction
  - (c) Address of Previous Instruction
  - (d) Address of Operand
16. The term 'Computer' is derived from.....
- (a) Latin
  - (b) German
  - (c) French
  - (d) Arabic
17. Who is the inventor of "Difference Engine"?
- (a) Allen Turing
  - (b) Charles Babbage
  - (c) Simur Cray
  - (d) Augusta Adaming
18. Who is the father of Computer?
- (a) Allen Turing
  - (b) Charles Babbage
  - (c) Simur Cray
  - (d) Augusta Adaming
19. Who is the father of Computer science?
- (a) Allen Turing
  - (b) Charles Babbage
  - (c) Simur Cray

- (d) Augusta Adaming
20. Who is the father of personal computer?
- (a) Edward Robert
  - (b) Allen Turing
  - (c) Charles Babbage
  - (d) None of these
21. A CPU contains
- (a) a card reader and a printing device
  - (b) an analytical engine and a control unit
  - (c) a control unit and an arithmetic logic unit
  - (d) an arithmetic logic unit and a card reader
22. Which of the following controls the process of interaction between the user and the Operating System?
- (a) User interface
  - (b) Language translator
  - (c) Platform
  - (d) Screen saver
23. The first computers were programmed using
- (a) Assembly language
  - (b) Machine language
  - (c) Source code
  - (d) Object code
24. ....is a combination of hardware and software that facilitates the sharing of information between computing devices.
- (a) Network
  - (b) Peripheral
  - (c) Expansion board
  - (d) Digital device
25. Coded entries which are used to gain access to a computer system are called
- (a) Entry codes
  - (b) Passwords
  - (c) Security commands
  - (d) Code words

26. Which of the following statements is true ?
- (a) Minicomputer works faster than Microcomputer
  - (b) Microcomputer works faster than Minicomputer
  - (c) Speed of both the computers is the same
  - (d) The speeds of both these computers cannot be compared with the speed of Advanced
27. You organize files by storing them in
- (a) Archives
  - (b) Folders
  - (c) Indexes
  - (d) Lists
28. What type of resource is most likely to be a shared common resource in a computer Network?
- (a) Printers
  - (b) Speakers
  - (c) Floppy disk drives
  - (d) Keyboards
29. Which device is required for the Internet connection?
- (a) Joystick
  - (b) Modem
  - (c) CD Drive
  - (d) NIC Card
30. What is a light pen?
- (a) A Mechanical Input device
  - (b) Optical input device
  - (c) Electronic input device
  - (d) Optical output device
31. UNIVAC is
- (a) Universal Automatic Computer
  - (b) Universal Array Computer
  - (c) Unique Automatic Computer
  - (d) Unvalued Automatic Computer
32. CD-ROM stands for
- (a) Compactable Read Only Memory



- (b) Compact Data Read Only Memory
  - (c) Compactable Disk Read Only Memory
  - (d) Compact Disk Read Only Memory
33. ALU is
- (a) Arithmetic Logic Unit
  - (b) Array Logic Unit
  - (c) Application Logic Unit
  - (d) None of above
34. VGA is
- (a) Video Graphics Array
  - (b) Visual Graphics Array
  - (c) Volatile Graphics Array
  - (d) Video Graphics Adapter
35. IBM 1401 is
- (a) First Generation Computer
  - (b) Second Generation Computer
  - (c) Third Generation Computer
  - (d) Fourth Generation Computer
36. What type of memory is not directly addressable by the CPU and requires special Software called EMS (expanded memory specification)?
- (a) Extended
  - (b) Expanded
  - (c) Base
  - (d) Conventional
37. Which unit holds data permanently?
- (a) Input unit
  - (b) Secondary storage unit
  - (c) Output Unit
  - (d) Primary Memory Unit
38. Before a disk can be used to store data. It must be\_\_\_\_\_
- (a) Formatted
  - (b) Reformatted
  - (c) Addressed
  - (d) None of the above

39. Computer system comprises of major units
- (a) input unit, output unit, control unit
  - (b) input unit, output unit, control unit and storage
  - (c) input unit, output unit, central processing unit and storage unit
  - (d) input, output and storage units
40. The first general purpose electronic digital computer in the world was
- (a) UNIVAC
  - (b) EDVAC
  - (c) ENIAC
  - (d) All of above
41. Signals can be analog or digital and a computer that processes the both type of signals is known as
- (a) Analog computer
  - (b) Digital Computer
  - (c) Hybrid Computer
  - (d) Mainframe Computer
42. The NAND gate output will be low if the two inputs are
- (a) 00
  - (b) 01
  - (c) 10
  - (d) 11
43. What is the binary equivalent of the decimal number 368
- (a) 101110000
  - (b) 110110000
  - (c) 111010000
  - (d) 111100000
44. The decimal equivalent of hex number 1A53 is
- (a) 6793
  - (b) 6739
  - (c) 6973
  - (d) 6379
45. The number of control lines for a 8 – to – 1 multiplexer is
- (a) 2
  - (b) 3
  - (c) 4

- (d) 5
- 46 How many Flip-Flops are required for mod-16 counter?  
(a) 5  
(b) 6  
(c) 3  
(d) 4
- 47 UNIVAC is  
(a) Universal Automatic Computer  
(b) Universal Array Computer  
(c) Unique Automatic Computer  
(d) Unvalued Automatic Computer
- 48 CD-ROM stands for  
(a) Compactable Read Only Memory  
(b) Compact Data Read Only Memory  
(c) Compactable Disk Read Only Memory  
(d) Compact Disk Read Only Memory
- 49 ALU is  
(a) Arithmetic Logic Unit  
(b) Array Logic Unit  
(c) Application Logic Unit  
(d) None of above
- 50 VGA is  
(a) Video Graphics Array  
(b) Visual Graphics Array  
(c). Volatile Graphics Array  
(d). Video Graphics Adapter
- 51 IBM 1401 is  
(a) First Generation Computer  
(b) Second Generation Computer  
(c) Third Generation Computer  
(d) Fourth Generation Computer

- 52 MSI stands for
- (a) Medium Scale Integrated Circuits
  - (b) Medium System Integrated Circuits
  - (c) Medium Scale Intelligent Circuit
  - (d) Medium System Intelligent Circuit
- 53 The capacity of 3.5 inch floppy disk is
- (a) 1.40 MB
  - (b) 1.44 GB
  - (c) 1.40 GB
  - (d) 1.44 MB.
- 54 The first computer introduced in Nepal was
- (a) IBM 1400
  - (b) IBM 1401
  - (c) IBM 1402
  - (d) IBM1402
- 55 WAN stands for
- (a) Wap Area Network
  - (b) Wide Area Network
  - (c) Wide Array Net
  - (d) Wireless Area Network
- 56 MICR stands for
- (a) Magnetic Ink Character Reader
  - (b) Magnetic Ink Code Reader
  - (c) Magnetic Ink Cases Reader
  - (d) None
57. The output of an AND gate with three inputs, A, B, and C, is HIGH when \_\_\_\_\_.
- (a)  $A = 1, B = 1, C = 0$
  - (b)  $A = 0, B = 0, C = 0$
  - (c)  $A = 1, B = 1, C = 1$
  - (d)  $A = 1, B = 0, C = 1$
- 58 If a 3-input NOR gate has eight input possibilities, how many of those possibilities will result in a HIGH output?
- (a) 1

- (b) 2
  - (c) 7
- 59 If a signal passing through a gate is inhibited by sending a LOW into one of the inputs, and the output is HIGH, the gate is a(n):
- (a) AND
  - (b) NAND
  - (c) NOR
  - (d) OR
- 60 A device used to display one or more digital signals so that they can be compared to expected timing diagrams for the signals is a:
- (a) DMM
  - (b) spectrum analyzer
  - (c) logic analyzer
  - (d) frequency counter
- 61 When used with an IC, what does the term "QUAD" indicate?
- (a) 2 circuits
  - (b) 4 circuits
  - (c) 6 circuits
  - (d) 8 circuits
- 62 TTL Operates from a \_\_\_\_\_.
- (a) 9-volt supply
  - (b) 3-volt supply
  - (c) 12-volt supply
  - (d) 5-volt supply
- 63 The switching speed of CMOS is now \_\_\_\_\_.
- (a) competitive with TTL
  - (b) three times that of TTL
  - (c) slower than TTL
  - (d) twice that of TTL
64. The power dissipation,  $P_D$ , of a logic gate is the product of the \_\_\_\_\_.
- (a) dc supply voltage and the peak current
  - (b) dc supply voltage and the average supply current
  - (c) ac supply voltage and the peak current

- (d) ac supply voltage and the average supply current
- 65 RIM is used to check whether, \_\_\_\_\_
- (a) The write operation is done or not
  - (b) The interrupt is Masked or not
  - (c) a & b
  - (d) none of these
66. What does the small bubble on the output of the NAND gate logic symbol mean?
- (a) open collector output
  - (b) Tristate
  - (c) The output is inverted.
  - (d) none of the above
- 67 A light sensitive device that converts drawing, printed text or other images into digital form is
- (a) Keyboard
  - (b) Plotter
  - (c) Scanner
  - (d) OMR
  - (e) None of these
- 68 Which protocol provides e-mail facility among different hosts?
- (a) FTP
  - (b) SMTP
  - (c) TELNET
  - (d) SNMP
- 69 Name of the screen that recognizes touch input is :
- (a) Recog screen
  - (b) Point Screen
  - (c) Touch Screen
  - (d) Android Screen
- 70 Identify the device through which data and instructions are entered into a computer
- (a) Software
  - (b) Output device
  - (c) Input device
  - (d) Memory

**Ans.** (1)(d), (2)(a), (3)(d), (4)(a), (5)(a), (6)(d), (7)(a), (8)(d), (9)(c),(10)(b), (11)(a), (12)(c), (13)(a), (14)(d), (15)(a), (16)(a), (17)(b), (18)(b), (19)(a),(20)(a), (21)(c), (22)(a),(23)(b), (24)(a), (25)(b), (26)(a), (27)(b), (28)(a), (29)(b),(30)(b), (31)(a), (32)(a), (33)(a), (34)(a), (35)(b), 36 (b), 37 (b), 38 (a), 39(c),40(a), 41(c), 42(d), 43(a), 44(b), 45(b), 46(d), (47)(a), (48)(d), (49)(a),(50)(a), (51)(b), (52)(a), (53)(d), (54)(b), (55)(b), 56 (a), 57(c), 58(a), 59(b), 60(c), 61(b), 62(d), 63(a), 64(b), 65(b), 66(c), (67)(c), (68)(b), (69)(c), (70)(c).

## II Short Answer Type Questions:

- 1 What is the difference between positional and non-positional number system?
- 2 What is the value of the base for decimal, hexadecimal, binary and octal number system?
- 3 Explain the meaning of the term “memory dump”.
- 4 Find out the decimal equivalent of the following binary number:  
(a) 11011101                      (b) 111                                      (c) 101100011                      (d) 1000
- 5 Convert the following decimal number to octal numbers:  
(a)  $135_{10}$                               (b)  $32_{10}$                                       (c)  $1694_{10}$                               (d)  $435_{10}$
- 6 Find the decimal equivalent of the following numbers:  
(a)  $111.01_2$                               (b)  $1001.011_2$                               (c)  $247.65_8$                               (d)  $A2B.D4_{16}$
- 7 Why was BCD code extended to EBCDIC?
- 8 Give the full form of the following abbreviations:  
(a) BCD                                      (b) EBCDIC                                      (c) ASCII
- 9 Subtract  $100011_2(35_{10})$  from  $010010_2(18_{10})$  using complementary method.
- 10 Divide  $11001_2$  by  $101_2$ .
- 11 Construct a logic diagram for the Boolean expression  $A.\bar{B} + C.(A + B.D)$  using only NOR gates.
- 12 State and prove the two basic De Morgan’s Theorems.
- 13 Express the following Boolean expression in their product – of – sums form. Ensure that each term has all the literals.  
(a)  $\bar{A} + B.\bar{C}$                               (b)  $A.B + \bar{C}$                               (c)  $A + B + C$   
(d)  $(\bar{A}.\bar{B}).(\bar{A}.\bar{C} + \bar{B}.\bar{C})$                               (e)  $(A.B)(\bar{B} + \bar{C})$                               (f)  $A + A.\bar{B} + \bar{A}C$
- 14 Construct a logic circuit diagram for the exclusive OR function by using only NOR gates.
- 15 Differentiate between CISC and RISC processors.
- 16 List out the main steps involved in the execution of an instruction by the CPU of a computer system.
- 17 Explain the term “Universal Gate”.
- 18 Give the truth table and logic symbols for basic and universal gates.
- 19 What is meant by duality in Boolean algebra?
- 20 Distinguish between 9’s and 10’s complements.

- 21 Why is computer called as data process device?
- 22 What are the components of computer? Discuss it with the help of block diagram.
- 23 What are logic gates? Explain any one logic gate you are familiar with.
- 24 Convert 547 decimal number into equivalent binary, hexadecimal and octal numbers.
- 25 Perform  $100011 - 10100$  using 2's complement method.
- 26 Explain the functions of various logic gates?
- 27 What is meant by overflow? Is it a software problem or a hardware problem?
- 28 Explain the term "Universal Gate".
- 29 Explain how the basic gates can be realized using NOR gates.
- 30 Find out the decimal equivalent of the following binary number:  
 (a) 11011101            (b) 111                    (c) 101100011            (d) 1000
- 31 Convert the following decimal number to octal numbers:  
 (a) 13510                (b) 3210                    (c) 169410                (d) 43510
- 32 Give a Brief on:  
 (a) ASCII (b) EBDIC (c) BCD (d) Binary (e) Octal
- 33 How do you convert binary number to decimal number? Explain with example.
- 34 What is : a. 1's complement b. 2's complement c.9's complement d 10's complement
- 35 What are the limitations of binary coded decimals and how it is overcome?

### III Long Answer Type Questions:

- 1 What are different Logic Gates. Present truth table of following gates:  
 (i) AND (ii) OR (iii) NOT
- 2 Differentiate among RAM, ROM, PROM and EPROM, Cache Memory.
- 3 Distinguish between a sequential access, a direct access, and a random access storage device. Give one example of each.
- 4 What is a secondary storage? How does it differ from a secondary storage?
- 5 List all the main advantages and limitations of optical disks as a secondary storage device.
- 6 What is a sequential access storage device? Give example of a few applications for which such a storage device is suitable.
- 7 In the context of magnetic disk storage, define the following terms and give the relationship among them (if any):  
 (a) Truck (b) Cylinder (c) Sector (d) Risk address
- 8 What is an automated tape library? What are its main components? How are these components used together to provide a mass storage device? List out some typical uses of an automated tape library.
- 9 What are data scanning devices? How do they help in improving input data accuracy as compared to keyboard devices?



- 10 Differentiate between impact and non-impact printers. Give their relative advantages and disadvantages. Name few printers of both types.
- 11 What are different components of CPU. Briefly discuss.
- 12 What is a number system? Who do we have Variety of number systems?
- 13 Contrast between magnetic storage and optical storage.
14. Discuss the basic organization of a computer system, and explain the functions of various units of a computer system. (7)
15. Why are ROM and RAM known as primary memory? Explain how cache memory improves the speed of the computer system.
- 16 What is meant by duality in Boolean algebra?
- 17 Explain instruction set and its various formats available in 8085.
- 18 Add following numbers using 2's complement method
  - a) -48 and +31
  - b) -64 and +46
- 19 Discuss in detail why NAND & NOR are called Universal Gates.
- 20 Explain how the basic gates can be realized using universal gates.
- 21 Explain the types of computer memory and their importance in detail with examples.
- 22 What are the I/O devices of a computer? Discuss at least 5 devices.
- 23 Explain the working principle of CRT and Flat panel computers.
- 24 What is an electronic spreadsheet? Explain the features, characteristics and capabilities of a spreadsheet.
- 25 What are presentation software packages? Discuss their uses, advantages and disadvantages.

## UNIT – II

### I Multiple Choice Questions:

- 1 DBMS stands for:
  - (a) Database Management System
  - (b) Distributed Base Management System
  - (c) Data Beside Managing System
  - (d) None of the above
- 2 The set of computer programs, procedures and associated documents is called:
  - (a) Hardware
  - (b) Software
  - (c) Firmware
  - (d) Package
- 3 Functions performed by OS are called:
  - (a) Process Management
  - (b) File Management

- (b) Security
  - (d) All of the above
- 4 The time interval from time of submission to completion of job is called:
- (a) Turnaround time
  - (b) Response time
  - (c) Throughput
  - (d) Frequency
- 5 Processes should submitted in such a manner that:
- (a) Idle Time is Kept Minimum
  - (b) Idle Time is Kept Max.
  - (c) At Any Time
  - (d) All of the Above
- 6 A transaction file is a file that stores:
- (a) Input Data Until is Processed
  - (b) Current Data
  - (c) Output data
  - (d) Back Up Data
- 7 Data integrity meAns.
- (a) Consistency of Data in all Files
  - (b) Inconsistency of Data
  - (c) Security of Data
  - (d) Access of Data
- 8 The primary key focuses on:
- (a) Unique and not Null Values
  - (b) Unique Values
  - (c) Null Values
  - (d) Not Null Values
- 9 Which of the following is not a database model?
- (a) Hierarchical
  - (b) Network
  - (c) Relational
  - (d) Hybrid
- 10 DDL refers to:

- (a) Data definition language
  - (b) Data defining language
  - (c) Differential data language
  - (d) None of the above
- 11 In the relational modes, cardinality is termed as:
- (a) Number of tuples.
  - (b) Number of attributes.
  - (c) Number of tables.
  - (d) Number of constraints.
- 12 Relational calculus is a
- (a) Procedural language.
  - (b) Non- Procedural language.
  - (c) Data definition language.
  - (d) High level language.
- 13 The view of total database content is
- (a) Conceptual view.
  - (b) Internal view.
  - (c) External view.
  - (d) Physical View.
- 14 DML is provided for
- (a) Description of logical structure of database.
  - (b) Addition of new structures in the database system.
  - (c) Manipulation & processing of database.
  - (d) Definition of physical structure of database system.
- 15 'AS' clause is used in SQL for
- (a) Selection operation.
  - (b) Rename operation.
  - (c) Join operation.
  - (d) Projection operation.
- 16 Architecture of the database can be viewed as
- (a) two levels.

- (b) four levels.
  - (c) three levels.
  - (d) one level.
- 17 In a relational model, relations are termed as
- (a) Tuples.
  - (b) Attributes
  - (c) Tables.
  - (d) Rows.
- 18 The database schema is written in
- (a) HLL
  - (b) DML
  - (c) DDL
  - (d) DCL
- 19 In the architecture of a database system external level is the
- (a) physical level.
  - (b) logical level.
  - (c) conceptual level
  - (d) view level.
- 20 An entity set that does not have sufficient attributes to form a primary key is a
- (a) strong entity set.
  - (b) weak entity set.
  - (c) simple entity set.
  - (d) primary entity set.
- 21 Translator for low level programming language were termed as
- (a) Assembler
  - (b) Compiler
  - (c) Linker
  - (d) Loader
- 22 Analysis which determines the meaning of a statement once its grammatical structure becomes known is termed as
- (a) Semantic analysis
  - (b) Syntax analysis

- (c) Regular analysis
  - (d) General analysis
- 23 Load address for the first word of the program is called
- (a) Linker address origin
  - (b) load address origin
  - (c) Phase library
  - (d) absolute library
- 24 Symbolic names can be associated with
- (a) Information
  - (b) data or instruction
  - (c) operand
  - (d) mnemonic operation
- 25 The translator which perform macro expansion is called a
- (a) Macro processor
  - (b) Macro pre-processor
  - (c) Micro pre-processor
  - (d) assembler
- 26 Shell is the exclusive feature of
- (a) UNIX
  - (b) DOS
  - (c) System software
  - (d) Application software
- 27 A program in execution is called
- (a) Process
  - (b) Instruction
  - (c) Procedure
  - (d) Function
- 28 Interval between the time of submission and completion of the job is called
- (a) Waiting time
  - (b) Turnaround time
  - (c) Throughput
  - (d) Response time
- 29 A scheduler which selects processes from secondary storage device is called

- (a) Short term scheduler.
  - (b) Long term scheduler.
  - (c) Medium term scheduler.
  - (d) Process scheduler.
- 30 The scheduling in which CPU is allocated to the process with least CPU-burst time is called
- (a) Priority Scheduling
  - (b) Shortest job first Scheduling
  - (c) Round Robin Scheduling
  - (d) Multilevel Queue Scheduling
- 31 A relational database consists of a collection of
- (a) Tables
  - (b) Fields
  - (c) Records
  - (d) Keys
- 32 A \_\_\_\_\_ in a table represents a relationship among a set of values.
- (a) Column
  - (b) Key
  - (c) Row
  - (d) Entry
- 33 The term \_\_\_\_\_ is used to refer to a row.
- (a) Attribute
  - (b) Tuple
  - (c) Field
  - (d) Instance
- 34 The term attribute refers to a \_\_\_\_\_ of a table.
- (a) Record
  - (b) Column
  - (c) Tuple
  - (d) Key
- 35 For each attribute of a relation, there is a set of permitted values, called the \_\_\_\_\_ of that attribute.
- (a) Domain

- (b) Relation
  - (c) Set
  - (d) Schema
- 36 Database \_\_\_\_\_ , which is the logical design of the database, and the database \_\_\_\_\_, which is a snapshot of the data in the database at a given instant in time.
- (a) Instance, Schema
  - (b) Relation, Schema
  - (c) Relation, Domain
  - (d) Schema, Instance
- 37 Course(course\_id,sec\_id,semester)  
Here the course\_id,sec\_id and semester are \_\_\_\_\_ and course is a \_\_\_\_\_ .
- (a) Relations, Attribute
  - (b) Attributes, Relation
  - (c) Tuple, Relation
  - (d) Tuple, Attributes
- 38 Department (dept name, building, budget) and Employee (employee\_id , name, dept name,salary)  
Here the dept\_name attribute appears in both the relations .Here using common attributes in relation schema is one way of relating \_\_\_\_\_ relations.
- (a) Attributes of common
  - (b) Tuple of common
  - (c) Tuple of distinct
  - (d) Attributes of distinct
- 39 A domain is atomic if elements of the domain are considered to be \_\_\_\_\_ units.
- (a) Different
  - (b) Indivisible
  - (c) Constant
  - (d) Divisible
- 40 The tuples of the relations can be of \_\_\_\_\_ order.
- (a) Any
  - (b) Same
  - (c) Sorted
  - (d) Constant

41. What is operating system?
- (a) collection of programs that manages hardware resources
  - (b) system service provider to the application programs
  - (c) link to interface the hardware and application programs
  - (d) all of the mentioned
42. To access the services of operating system, the interface is provided by the
- (a) system calls
  - (b) API
  - (c) library
  - (d) assembly instructions
43. Which one of the following is not true?
- (a) kernel is the program that constitutes the central core of the operating system
  - (b) kernel is the first part of operating system to load into memory during booting
  - (c) kernel is made of various modules which can not be loaded in running operating system
  - (d) kernel remains in the memory during the entire computer session
44. Which one of the following error will be handle by the operating system?
- (a) power failure
  - (b) lack of paper in printer
  - (c) connection failure in the network
  - (d) all of the mentioned
45. The main function of the command interpreter is
- (a) to get and execute the next user-specified command
  - (b) to provide the interface between the API and application program
  - (c) to handle the files in operating system
  - (d) none of the mentioned
46. By operating system, the resource management can be done via
- (a) time division multiplexing
  - (b) space division multiplexing
  - (c) both (a) and (b)
  - (d) none of the mentioned



47. If a process fails, most operating system write the error information to a
- (a) log file
  - (b) another running process
  - (c) new file
  - (d) none of the mentioned
48. Which facility dynamically adds probes to a running system, both in user processes and in the kernel?
- (a) DTrace
  - (b) DLocate
  - (c) DMap
  - (d) DAdd
49. Which one of the following is not a real time operating system?
- (a) VxWorks
  - (b) Windows CE
  - (c) RTLinux
  - (d) Palm OS
50. The OS X has
- (a) monolithic kernel
  - (b) hybrid kernel
  - (c) microkernel
  - (d) monolithic kernel with modules
51. The phenomenon of having a continuous glow of a beam on the screen even after it is removed is called as ?
- (a) Fluorescence
  - (b) Persistence
  - (c) Phosphorescence
  - (d) Incandescence
52. Smallest size object that can be displayed on a monitor is called.....
- (a) Picture element
  - (b) Point
  - (c) Dot Pitch
  - (d) aspect ratio
53. On a monochromatic monitor, the frame buffer is known as .....
- (a) Display file

- (b) Pixmap
  - (c) Bitmap
  - (d) Refresh buffer
- 54 ..... refers to pixel spacing.
- (a) Pixmap
  - (b) Resolution
  - (c) Pixel depth
  - (d) Persistence
- 55 The distance from one pixel to the next pixel is called .....
- (a) Resolution
  - (b) Dot Pitch
  - (c) Pixmap
  - (d) ppi
- 56 Hue of a color is related to
- (a) Luminance
  - (b) Saturation
  - (c) Incandescence
  - (d) Wavelength
- 57 The ratio of horizontal points to vertical points necessary to produce equal length lines in both direction.
- (a) Dot Pitch
  - (b) Resolution
  - (c) Aspect Ratio
  - (d) Height-Width Ratio
- 58 A data flow can
- (a) Only emanate from an external entity
  - (b) Only terminate in an external entity
  - (c) May emanate and terminate in an external entity
  - (d) May either emanate or terminate in an external entity but not both
- 59 Which of the following can be defined as most recent and perhaps the most comprehensive technique for solving computer problems.
- (a) System Analysis
  - (b) System Data
  - (c) System Procedure

- (d) System Record
- 60 Which of the following is an important factor of management information system.
- (a) System
  - (b) Data
  - (c) Process
  - (d) All
- 61 Which one of the following is used to define the structure of the relation , deleting relations and relating schemas ?
- (a) DML(Data Manipulation Language)
  - (b) DDL(Data Definition Language)
  - (c) Query
  - (d) Relational Schema
- 62 Create table employee (name varchar ,id integer) What type of statement is this ?
- (a) DML
  - (b) DDL
  - (c) View
  - (d) Integrity constraint
- 63 Select \* from employee  
What type of statement is this?
- (a) DML
  - (b) DDL
  - (c) View
  - (d) Integrity constraint
- 64 The basic data type char(n) is a \_\_\_\_\_ length character string and varchar(n) is \_\_\_\_\_ length character.
- (a) Fixed, equal
  - (b) Equal, variable
  - (c) Fixed, variable
  - (d) Variable, equal
- 65 Which one of the following provides the ability to query information from the database and to insert tuples into, delete tuples from, and modify tuples in the database?

- (a) DML(Data Manipulation Language)
  - (b) DDL(Data Definition Language)
  - (c) Query
  - (d) Relational Schema
- 66 If there are multiple recycle bin for a hard disk
- (a) you can set different size for each recycle bin
  - (b) you can choose which recycle bin to use to store your deleted files
  - (c) You can make any one of them default recycle bin
  - (d) None of above
- 67 Identify false statement
- (a) You can find deleted files in recycle bin
  - (b) You can restore any files in recycle bin if you ever need
  - (c) You can increase free space of disk by sending files in recycle bin
  - (d) You can right click and choose Empty Recycle Bin to clean it at once
- 68 If the displayed system time and date is wrong, you can reset it using
- (a) Write
  - (b) Calendar
  - (c) Write file
  - (d) Control panel
- 69 You should save your computer from?
- (a) Viruses
  - (b) Time
  - (c) Bombs
  - (d) Worms
  - (e) All of the above
- 70 A co-processor
- (a) Is relatively easy to support in software
  - (b) Causes all processor to function equally
  - (c) Works with any application
  - (d) Is quite common in modern computer

**Ans.** (1)(a), (2)(b), (3)(d), (4)(a), (5)(a), (6)(b), (7)(a), (8)(a), (9)(d), (10)(a), (11)(a), (12)(b), (13)(a), (14)(c), (15)(b), (16)(c), (17)(c), (18)(c), (19)(d), (20)(b), (21)(a), (22)(a), (23)(b), (24)(b), (25)(b), (26)(a), (27)(a), (28)(b), (29)(c), (30)(b), (31)(a), (32)(c), (33)(b), (34)(b), (35)(a), (36)(d), (37)(b), (38)(c), (39)(b), (40)(a), (41)(d), (42)(a), (43)(c), (44)(d), (45)(a), (46)(c), (47)(a), (48)(a), (49)(d), (50)(b), 51(c), 52(b), 53(c), 54(b), 55(a), 56(d),

57(c), 58 (c), 59(a), 60(d), (61)(b), (62)(b), (63)(a), (64)(c), (65)(a), (66)(a), (67)(c), (68)(c), (69)(d), (70)(a)

## **II Short Answer Type Questions:**

- 1 Write short note on Time Sharing System.
- 2 Give the advantages and limitations of Multiprocessing.
- 3 Why is Database Oriented Approach followed over traditional file system?
- 4 Distinguish between Compiler and Interpreter.
- 5 Define Primary Key.
- 6 Define Candidate Key.
- 7 Discuss the functions of Operating System.
- 8 Define Software. Also discuss the types of software.
- 9 Distinguish between DDL and DML.
- 10 Give the syntax for (i) create.
- 11 Give the syntax for (ii) alter.
- 12 Give the syntax for DROP.
- 13 State the difference between DELETE and DROP.
- 14 Write short note on Assembler.
- 15 Discuss the advantages and limitation of Machine Level Language.
- 16 Define Super Key.
- 17 Discuss constraints in DBMS.
- 18 Which query is used to show all the records from a database. Explain giving example.
- 19 Define Multitasking. State the difference between Multiprogramming and Multitasking.
- 20 Write short note on Multiprocessing.
- 21 What is fragmentation? How operating systems handle it?
- 22 Explain the stages of software development.
- 23 What is a PCB? What does it typically contain?
- 24 What is time sharing? What is a time slice?
- 25 Differentiate between I/O bound and CPU bound jobs.
- 26 What is multiprogramming? Explain how multiprogramming system ensures effective utilization of CPU and main memory.
- 27 What is software? Explain Software Development Life Cycle.
- 28 Differentiate between Primary Memory and Secondary memory
- 29 Differentiate between Hierarchical and Network Data Models
- 30 Differentiate between System Software V/S Application Software
- 31 What are different types of input and output? Explain any three input device
- 32 Contrast between: Primary Key, Candidate Key and Alternative Key.

- 33 What is an Operating System? What are its various types?
- 34 What is a spreadsheet? Explain its uses.
- 35 Describe the classifications of programming languages.
- 36 Explain how multiprogramming improves the resources utilization.
- 37 What is preemptive scheduling technique?
- 38 Discuss the advantages and limitations of pseudo code.
- 39 Draw a flowchart to add up all even numbers between 0 and 100.
- 40 What is an input interface? How it differs from output interface.
- 41 Explain with diagram the meaning of SDLC
- 42 Differentiate between compiler and interpreter.
- 43 Explain Lehman's Laws.
- 44 Why is software quality and reliability important?
- 45 Describe the three levels of data abstraction?

### III Long Answer Type Questions:

- 1 Define Multiprogramming. State the requirements of multiprogramming system. Also state the advantages and limitation of multiprocessing. Give difference between multiprogramming and multiprocessing.
- 2 How can the computer languages be classified? Discuss in detail.
- 3 What is meant by High Level Languages? Explain giving examples. Also state its advantages and limitations.
- 4 Draw an ER diagram for Airline Reservation System.
- 5 Draw a database design for airline reservation system.
- 6 Draw an ERD for University System.
- 7 How many types of DBMS languages exist? Explain giving examples.
- 8 Define Process. Discuss how process was executed in early systems.
- 9 Define Operating System. State the objectives of operating system. Also draw the logical architecture of operating system. Explain the main functions of operating system.
- 10 How can we measure system's performance? Discuss in detail.
- 11 a) Draw the E-R MODELS for the statement "Many students enroll for one Programme".  
b) Convert the above E-R model into table structure
- 12 What are the advantages of DBMS over file processing system?
- 13 Consider the employee table:  
Emp(empno,ename,job,sal,comm.,hiredate,deptno)  
Give an expression in SQL for the following queries (using SELECT, FROM, WHERE):
  - i. Write a query to create a table named Emp.
  - ii. Find the employee number and name of all employees.
  - iii. Find the names of employees who earn more than 5000.
- 14 Explain 1:1, 1:M, M:1 and M:M relationships between two entities with examples.
- 15 Differentiate between the following:-

- i. DBMS and File Processing System
  - ii. Primary Key and Foreign Key
  - iii. Update and Alter Commands
- 16 Explain the functionality of CRT.
- 17 Explain the different language converters.
- 18 What are external storage devices? Explain in detail.
- 19 What is the difference between Raster scan & random scan?
- 20 Discuss the working of LCD.
- 21 What are the differences between Batch processing system and Real Time Processing System?
- 22 What are the differences between Real Time System and Timesharing System?
- 23 What are the differences etween multiprocessing and multiprogramming?
- 24 Explain the various keys in DBMS.
- 25 What is Normalization? Why it is required?

## UNIT – III

### Test Your Skills:

#### I Multiple Choice Questions:

- 1 Which of the following is not a telecommunication network?
- (a) LAN
  - (b) MAN
  - (c) WAN
  - (d) None of the above
- 2 Web pages can be created using:
- (a) HTML
  - (b) Microsoft Word
  - (c) MS Access
  - (d) None of the above
- 3 WWW stands for:
- (a) World Wide Web
  - (b) World Wild Web
  - (c) World Wan Web
  - (d) All of the above

- 4 The services provided by Internet are:
- (a) FTP
  - (b) Telnet
  - (c) Usenet
  - (d) All of the above
- 5 FTP stands for:
- (a) File Transfer Protocol
  - (b) File Taking Protocol
  - (c) Fund Transfer Protocol
  - (d) Fund Transfer Packet
- 6 OSI stands for:
- (a) Open System Iteration
  - (b) Open System Interconnection
  - (c) On System Interconnection
  - (d) None of the above
- 7 Protocols are:
- (a) Agreement on how communication takes place
  - (b) Logical communication channel
  - (c) Channel
  - (d) Mode of communication
- 8 Transmission modes are:
- (a) Simplex
  - (b) Half Duplex
  - (b) Full Duplex
  - (d) All of the Above
- 9 Which amongst the following is not a network topology?
- (a) Star
  - (b) Bus
  - (c) Sun
  - (d) Ring
- 10 TCP/IP is a:



- (a) Communication channel
  - (b) Protocol
  - (c) Data Packet
  - (d) Network topology
- 11 Internet is
- (a) A local computer network
  - (b) A world wide network of computers
  - (c) An interconnected network of computers
  - (d) A world wide interconnected network of computers which use a common protocol to communicate with one another
- 12 The facilities available in the internet are
- (i) electronic mail
  - (ii) remote login
  - (iii) file transfer
  - (iv) word processing
- (a) i, ii
  - (b) i, ii, iii
  - (c) i, ii, iv
  - (d) ii, iii and iv
- 13 Internet requires
- (a) An international agreement to connect computers
  - (b) A local area network
  - (c) A commonly agreed set of rules to communicate between computers
  - (d) A World Wide Web
- 14 Each computer connected to the internet must
- (a) be an IBM PC
  - (b) have a unique IP address
  - (c) be internet compatible
  - (d) have a modem connection
- 15 IP address is currently
- (a) 4 bytes long

- (b) available in plenty
  - (c) 6 bytes long
  - (d) not assigned as it is all used up
- 16 IP addresses are converted to
- (a) a binary string
  - (b) alphanumeric string
  - (c) a hierarchy of domain names
  - (d) a hexadecimal string
- 17 Internet addresses must always have at least
- (i) a country name or organization type
  - (ii) internet service provider's name
  - (iii) name of organization
  - (iv) name of individual
  - (v) type of organization
- (a) i, ii, iii
  - (b) ii, iii, iv
  - (c) i, iii
  - (d) ii, iii, iv, v
- 18 Internet uses
- (a) Packet switching
  - (b) Circuit switching
  - (c) Telephone switching
  - (d) Telex switching
- 19 Internet data is broken up as
- (a) fixed length packets
  - (b) variable length packets
  - (c) not packetized
  - (d) 64 bytes packets
- 20 Internet packet data structure consists of
- (a) source address
  - (b) destination address
  - (c) serial number of packets
  - (d) message bytes
  - (e) Control bits for error checking

- (f) Path identification bits
  - (a) i, ii, iii
  - (b) i, ii, iii, iv
  - (c) i, ii, iii, iv, v
  - (d) i, ii, iii, iv, v, vi
- 21 The packets of an internet message
- (a) Take a predetermined path
  - (b) Take a path based on packet priority
  - (c) Go along different paths based on path availability
  - (d) Take the shortest path from source to destination
- 22 The time taken by internet packets
- (a) Can be predetermined before transmission
  - (b) May be different for different packets
  - (c) is irrelevant for audio packets
- 23 By an intranet we mean
- (a) A LAN of an organization
  - (b) A Wide Area Network connecting all branches of an organization
  - (c) A corporate computer network
  - (d) A network connecting all computers of an organization and using the internet protocol
- 24 By an extranet we mean
- (a) An extra fast computer network
  - (b) The intranets of two co-operating organizations interconnected via a secure leased line
  - (c) An extra network used by an organization for higher reliability
  - (d) An extra connection to internet provided to co-operating organization
- 25 World Wide Web
- (a) Is another name for internet
  - (b) World wide connection for computers
  - (c) A collection of linked information residing on computers connected by the internet
  - (d) A collection of world wide information
- 26 Among services available on the World Wide Web are

- (i) Encryption
  - (ii) HTTP
  - (iii) HTML
  - (iv) Firewalls
- 
- (a) i and ii
  - (b) ii and iii
  - (c) iii and iv
  - (d) i and iv
- 27 A world wide web contains web pages
- (a) Residing in many computers
  - (b) Created using HTML
  - (c) With links to other web pages
  - (d) Residing in many computers linked together using HTML
- 28 A web page is located using a
- (a) Universal Record Linking
  - (b) Uniform Resource Locator
  - (c) Universal Record Locator
  - (d) Uniformly Reachable Links
- 29 A URL specifies the following:
- (i) Protocol used
  - (ii) Domain name of server hosting web page
  - (iii) Name of folder with required information
  - (iv) Name of document formatted using HTML
  - (v) The name of ISP
- (a) i, ii, iii, iv
  - (b) ii, iii, iv, v
  - (c) i, iii, iv
  - (d) i, ii, iii, v
- 30 A search engine is a program to search
- (a) for information
  - (b) web pages
  - (c) web pages for specified index terms
  - (d) web pages for information using specified search terms

- 31 A network that needs human beings to manually route signals is called....
- (a) Fiber Optic Network
  - (b) Bus Network
  - (c) T-switched network
  - (d) Ring network
- 32 TCP/IP \_\_\_\_\_ layer corresponds to the OSI models to three layers.
- (a) Application
  - (b) Presentation
  - (c) Session
  - (d) Transport
- 33 Which of the transport layer protocols is connectionless?
- (a) UDP
  - (b) TCP
  - (c) FTP
  - (d) Nvt
- 34 Which of the following applications allows a user to access and change remote files without actual transfer?
- (a) DNS
  - (b) FTP
  - (c) NFS
  - (d) Telnet
- 35 The data unit in the TCP/IP layer called a .....
- (a) Message
  - (b) Segment
  - (c) Datagram
  - (d) Frame
- 36 DNS can obtain the \_\_\_\_\_ of host if its domain name is known and vice versa.
- (a) Station address
  - (b) IP address
  - (c) Port address
  - (d) Checksum

- 37 Which of the following OSI layers correspond to TCP/IP's application layer?
- (a) Application
  - (b) Presentation
  - (c) Session
  - (d) All of the above
- 38 Devices on one network can communicate with devices on another network via a .....
- (a) File Server
  - (b) Utility Server
  - (c) Printer Server
  - (d) Gateway
- 39 A communication device that combines transmissions from several I/O devices into one line is a
- (a) Concentrator
  - (b) Modifier
  - (c) Multiplexer
  - (d) Full duplex file
- 40 Which layers of the OSI determines the interface often system with the user?
- (a) Network
  - (b) Application
  - (c) Data link
  - (d) Session
- 41 Which of the following of the TCP/IP protocols is the used for transferring files from one machine to another?
- (a) FTP
  - (b) SNMP
  - (c) SMTP
  - (d) ARPE
- 42 OSI stands for
- (a) open system interconnection
  - (b) operating system interface
  - (c) optical service implementation
  - (d) none of the mentioned
43. The OSI model has \_\_\_ layers.
- (a) 4

- (b) 5
  - (c) 6
  - (d) 7
44. TCP/IP model does not have \_\_\_\_\_ layer but OSI model have this layer.
- (a) session layer
  - (b) presentation layer
  - (c) application layer
  - (d) both (a) and (b)
45. Which layer links the network support layers and user support layers
- (a) session layer
  - (b) data link layer
  - (c) transport layer
  - (d) network layer
46. Which address is used in an internet employing the TCP/IP protocols?
- (a) physical address and logical address
  - (b) port address
  - (c) specific address
  - (d) all of the mentioned
47. TCP/IP model was developed \_\_\_\_\_ the OSI model.
- (a) prior to
  - (b) after
  - (c) simultaneous to
  - (d) none of the mentioned
48. Which layer is responsible for process to process delivery?
- (a) network layer
  - (b) transport layer
  - (c) session layer
  - (d) data link layer
49. Which address identifies a process on a host?
- (a) physical address
  - (b) logical address
  - (c) port address
  - (d) specific address

50. Which layer provides the services to user?
- (a) application layer
  - (b) session layer
  - (c) presentation layer
  - (d) none of the mentioned

51 The part of machine level instruction, which tells the central processor what has to be done, is

- (a) Operation code
  - (b) Address
  - (c) Locator
  - (d) Flip-Flop
  - (e) None of the above
52. Which of the following refers to the associative memory?
- (a) the address of the data is generated by the CPU
  - (b) the address of the data is supplied by the users
  - (c) there is no need for an address i.e. the data is used as an address
  - (d) the data are accessed sequentially
  - (e) None of the above

53 To avoid the race condition, the number of processes that may be simultaneously inside their critical section is

- (a) 8
  - (b) 1
  - (c) 16
  - (d) 0
- 54 DEL command is used to
- (a) Delete files
  - (b) Delete directory
  - (c) Delete labels
  - (d) Delete contents of file
- 55 Which command be used to ask you to confirm that you want to delete the directory?
- (a) Deltree
  - (b) Deltree/f
  - (c) Del \*.\* /p
  - (d) Erase \*.\*



- 56 DIR command is used to
- (a) Display a list of files in a directory
  - (b) Display contents of files in directory
  - (c) Display type of files in a sub directory
  - (d) All of above
- 57 The deleted file in MS-DOS can be recovered if you use the command mention below immediately, the command is:
- (a) DO NOT DELETE
  - (b) NO DELETE
  - (c) UNDELETE
  - (d) ONDELETE
- 58 Technique which is used to retrieve data from disk in form of continuous blocks of stream and eliminates seek time is classified as
- (a) concurrent buffering
  - (b) parallel buffering
  - (c) single buffering
  - (d) double buffering
- 59 Which of the following is a unique tag, usually a number, identifies the file within the file system.
- (a) File identifier
  - (b) File name
  - (c) File type
  - (d) none of the mentioned
- 60 A unit of storage that can store one or more records in a hash file organization is denoted as
- (a) Buckets
  - (b) Disk pages
  - (c) Blocks
  - (d) Nodes
- 61 \_\_\_\_\_ is a standard developed by ANSI for fiber-optic networks.
- (a) SONET
  - (b) SDH
  - (c) either (a) or (b)
  - (d) neither (a) nor (b)

- 62 \_\_\_\_\_ is a standard developed by ITU-T.
- (a) SONET
  - (b) SDH
  - (c) either (a) or (b)
  - (d) neither (a) nor (b)
- 63 SONET has defined a hierarchy of signals called \_\_\_\_\_.
- (a) STSs
  - (b) STMs
  - (c) either (a) or (b)
  - (d) neither (a) nor (b)
- 64 SDH has defined a hierarchy of signals called \_\_\_\_\_.
- (a) STSs
  - (b) STMs
  - (c) either (a) or (b)
  - (d) neither (a) nor (b)
- 65 An \_\_\_\_\_ signal is the optical modulation of an STS-n (or STM-n) signal.
- (a) OC-n
  - (b) TDM-n
  - (c) FDM-n
  - (d) none of the above
- 66 \_\_\_\_\_ is a repository of information linked together from points all over the world.
- (a) The WWW
  - (b) HTTP
  - (c) HTML
  - (d) none of the above
- 67 The WWW today is a \_\_\_\_\_ client-server service, in which a client using a browser can access a service using a server.
- (a) limited
  - (b) vast
  - (c) distributed
  - (d) none of the above
- 68 The \_\_\_\_\_ is a standard for specifying any kind of information on the Internet.
- (a) URL

- (b) ULR
- (c) RLU
- (d) none of the above

69 In a URL, the \_\_\_\_\_ is the client-server program used to retrieve the document.

- (a) path
- (b) protocol
- (c) host
- (d) none of the above

70 In a URL, the \_\_\_\_\_ is the computer on which the information is located.

- (a) path
- (b) protocol
- (c) host
- (d) none of the above

**Ans.** (1)(d), (2)(a), (3)(a), (4)(d), (5)(a),(6)(b), (7)(a), (8)(d), (9)(c), (10)(b), (11)(d), (12)(b), (13)(c), (14)(b), (15)(a), (16)(c), (17)(c), (18)(a), (19)(b), (20)(c) (21)(c), (22)(c), (23)(d), (24)(d), (25)(c), (26)(b), (27)(d), (28)(b), (29)(a), (30)(d), (31)(c), (32)(a), (33)(a), (34)(c), (35)(d), (36)(b), (37)(d), (38)(d), (39)(c), (40)(b), (41)(a), (42)(a), (43)(d), (44)(d), (45)(c), (46)(d), (47)(a), (48)(b), (49)(c), (50)(a), 51(a), 52(c), 53(b), 54(d), 55(c), 56(d), 57(c), 58(d), 59(a), 60(a), (61)(a), (62)(b), (63)(a), (64)(b), (65)(a),(66)(a), (67)(c), (68)(a), (69)(b), (70)(c),

## II Short Answer Type Questions:

- 1 Write short note on services provided by Internet.
- 2 Write short note on types of telecommunication network.
- 3 Distinguish between LAN, MAN and WAN.
- 4 Discuss the various network topologies.
- 5 Write short note on Intranet.
- 6 Briefly explain the difference between Intranet and Extranet.
- 7 What is coaxial cable? Give its practical uses.
- 8 What is a hybrid network?
- 9 Briefly describe the history of Internet.
- 10 Differentiate between simplex, half duplex and full duplex modes of data transmission.
- 11 What is a communication protocol?
- 12 What is FTP? List the steps used to upload and download a file using FTP.
- 13 What is a newsgroup? How is it useful?

- 14 Give the merits and demerits of all the topologies.
- 15 Give full form of:
- |          |         |          |
|----------|---------|----------|
| (a) HTML | (b) URL | (c) HTTP |
| (d) WWW  | (e) FTP | (f) SGML |
- 16 What do you mean by term B and width?
- 17 What are differences between analog and digital signal?
- 18 Briefly explain
- |              |
|--------------|
| (a) Repeater |
| (b) Bridge   |
| (c) Router   |
| (d) Gateway  |
- 19 How are communication satellites used? What are the possible advantages and limitations of using it?
- 20 Explain the term bandwidth.
- 21 Explain the functionality of Data Link Layer.
- 22 Explain the functionality of Application Layer.
- 23 What is the purpose of Gateways?
- 24 Contrast between switches and routers
- 25 Contrast between Internet, Intranets, and Extranets giving example of each.
- 26 Discuss the functions of hub, switch and router in building of networks.
- 27 Differentiate between physical topological and logical topologies
- 28 How does a short-term scheduler work?
- 29 Define turnaround and wait-times.
- 30 How does a process differ from a program?
- 31 Define the following terms:
- |                               |
|-------------------------------|
| (a) Data independence         |
| (b) Query processor           |
| (c) DDL processor             |
| (d) DML processor             |
| (e) Run time database manage. |
- 23 How is traditional file processing approach different than DBMS approach? Explain.
- 24 What is backbone network?
- 25 What is data encapsulation?

### III Long Answer Type Questions:

- 1 Design a web page using HTML for your own college.
- 2 Discuss OSI model in detail.
- 3 Discuss WWW in detail.
- 4 What is Internet? Give some uses of Internet. Also state the services provided by Internet.

- 5 Discuss unguided media of transmission.
- 6 Explain guided media using various examples.
- 7 Design a website for a school.
- 8 Explain the differences among Simplex, Half Duplex and Full Duplex communication giving example of each.
- 9 GGSIPU is also planning to link its various affiliated institutions in Delhi. Which network will you recommend and why?
- 10 What is network topology? Contrast between Physical and logical topologies. Which are the topologies used in the Ethernet LAN?
- 11 Explain the functions of each layer of OSI model.
- 12 Discuss the functions of internet. What is an IP address?
- 13 What is an operating system? Explain its functions regarding memory management and file management.
- 14 What is multithreading? How threads are different from a process?
- 15 Explain the 3-tier architecture of database management system?
- 16 Give the layered architecture of operating system.
- 17 Degree of multiprogramming controls the performance of the computing system.” – Comment.
- 18 Describe star topology. What is the disadvantage of a star topology?
- 19 What common software problems can lead to network defects?
- 20 What is encryption? What is the importance of Encryption on a network?

## **UNIT - IV**

### **Test Your Skills:**

#### **I Multiple Choice Questions:**

1. Information systems that monitor the elementary activities and transactions of the organizations are:
  - (a) Management-level system
  - (b) Operational-level system
  - (c) Knowledge-level system
  - (d) Strategic level system
2. Projections and responses to queries are information output characteristics associated with a(n):
  - (a) DSS
  - (b) MIS
  - (c) ESS

- (d) TPS
3. Summary transaction data, high-volume data, and simple models are information inputs characteristic of a(n):
    - (a) DSS
    - (b) MIS
    - (c) ESS
    - (d) TPS
  4. Which of the following individuals typically have less formal, advanced educational degrees and tend to process rather than create information?
    - (a) Knowledge workers
    - (b) Executives
    - (c) System analysts
    - (d) Data workers
  5. Management information systems usually:
    - (a) Serve managers interested in weekly, monthly, and yearly results, not day-to-day activities.
    - (b) Help managers make decisions that are unique, rapidly changing, and not easily specified in advance.
    - (c) Provide managers with a generalized computing and telecommunications capacity that can be applied to a changing array of problems.
    - (d) Perform and record the daily routine transactions necessary to the conduct of business.
  6. Decision support systems usually:
    - (a) Serve managers interested in weekly, monthly, and yearly results, not day-to-day activities.
    - (b) Help managers make decisions that are unique, rapidly changing, and not easily specified in advance.
    - (c) Provide managers with a generalized computing and telecommunications capacity that can be applied to a changing array of problems.
    - (d) Perform and record the daily routine transactions necessary to the conduct of business.
  7. Identifying customers and markets using data on demographics, markets, consumer behavior, and trends is an example of a(n):
    - (a) Operational-level sales and marketing information system.

- (b) Knowledge-level sales and marketing information system.
  - (c) Management-level sales and marketing information system.
  - (d) Strategic-level sales and marketing information system. \
8. Deciding where to locate new production facilities is a(n) example of a manufacturing and production information system operating at the:
- (a) Operational level
  - (b) Management level
  - (c) Knowledge level
  - (d) Strategic level
9. Preparing short-term budgets is an example of a finance and accounting information system operating at the:
- (a) Operational level
  - (b) Management level
  - (c) Knowledge level
  - (d) Strategic level
10. Tracking employee training, skills, and performance appraisals is an example of a human resource information system operating at the:
- (a) Operational level
  - (b) Management level
  - (c) Knowledge level
  - (d) Strategic level
11. Assembling a product, identifying customers and hiring employees are:
- (a) Transactions
  - (b) Phases
  - (c) Business processes
  - (d) Business functions
12. Which of the following is a network of facilities for procuring materials, transforming raw materials into intermediate and finished products, and distributing the finished products to customers?
- (a) Production chain
  - (b) Primary chain
  - (c) Supply chain
  - (d) Distribution chain

13. Information systems can facilitate supply chain management by:
- (a) Tracking the status of orders.
  - (b) Rapidly communicating orders.
  - (c) Providing product specifications.
  - (d) Doing all of the above.
14. Enterprise systems support:
- (a) Manufacturing processes.
  - (b) Financial and accounting processes.
  - (c) Human resource processes.
  - (d) All of the above.
15. A computer security protocol for logging in would be an example of the \_\_\_\_\_ component of an information system.
- (a) software
  - (b) hardware
  - (c) data
  - (d) procedure
  - (e) people
16. Customer numbers and their names would be an example of the \_\_\_\_\_ component of an order management information system.
- (a) software
  - (b) hardware
  - (c) data
  - (d) procedure
  - (e) people
17. Nonroutine cognitive skills include:
- (a) communication.
  - (b) problem-solving.
  - (c) abstract reasoning.
  - (d) collaboration.
  - (e) All of the above.
18. The quality of your \_\_\_\_\_ is a large part of the quality of your information system.
- (a) computer
  - (b) thinking



- (c) time
  - (d) challenges
  - (e) life
19. Which of the following is not a characteristic of good information?
- (a) interchangeability
  - (b) relevance
  - (c) cost effectiveness
  - (d) timeliness
  - (e) accuracy
20. If you are a \_\_\_\_\_ recipient of sensitive information, such as might be overheard or contained in a misdirected email, this would not be illegal, but might be unethical to use it.
- (a) active
  - (b) passive
  - (c) proper
  - (d) business
21. A human order taker can be bypassed when using a(n) \_\_\_\_\_ .
- (a) Office automation system
  - (b) Management information system
  - (c) Transaction processing system
  - (d) Decision support system
22. Data mining cannot be done if
- (a) operational data has not been archived
  - (b) earlier management decisions are not available
  - (c) the organization is large
  - (d) all processing had been only batch processing
23. Batch processing is preferred over on-line transaction processing when
- i) processing efficiency is important
  - ii) the volume of data to be processed is large
  - iii) only periodic processing is needed
  - iv) a large number of queries are to be processed

(a) i ,ii                      (b) i, iii                      (c) ii ,iii                      (d) i , ii ,iii

24. On-line transaction processing is used when
- i) it is required to answer random queries
  - ii) it is required to ensure correct processing
  - iii) all files are available on-line
  - iv) all files are stored using hard disk

(a) i ,ii                      (b) i, iii                      (c) ii ,iii, iv                      (d) i , ii ,iii

25. Which is not a domain of Artificial Intelligence?

- (a) Virtual Reality
- (b) Intelligent Agents
- (c) Expert System
- (d) None of the above
- (e) All of the above

26. Which one of the following is used for evaluating credit risks?

- (a) Virtual Reality
- (b) Neural Network
- (c) Fuzzy Logic
- (d) None of the above

27. Which computer based model is developed after human brain?

- (a) Fuzzy Logic
- (b) Neural Network
- (c) Virtual Reality
- (d) All of the above

28. Knowledge based system supports\_\_\_\_\_ .

- (a) Knowledge of creation
- (b) Knowledge of support
- (c) Knowledge of Dissemination
- (d) All of the above

29. Which of the system uses Multidimensional data analysis?

- (a) DSS
- (b) MIS
- (c) ESS

- (d) All of the above
30. Cybernetic system is the one which is
- (a) Self Monitoring
  - (b) Self controlling
  - (c) Self regulating
  - (d) All of the above.
- 31 Information systems can facilitate supply chain management by:
- (a) Tracking the status
  - (b) Rapidly communicating orders
  - (c) Providing product specifications
  - (d) Doing all of the above
- 32 Enterprise systems support
- (a) Manufacturing processes
  - (b) Financial and accounting processes
  - (c) Human resource processes
  - (d) All of the above
- 33 A computer security protocol for logging in would be an example of the \_\_\_\_\_ component of an information system.
- (a) Software
  - (b) Hardware
  - (c) Data
  - (d) Procedure
- 34 Customer numbers and their names would be an example of the \_\_\_\_\_ component of an order management information system.
- (a) Software
  - (b) Hardware
  - (c) Data
  - (d) Procedure
- 35 No routine cognitive skills include:
- (a) Communication
  - (b) Problem – solving
  - (c) Abstract reasoning

- (d) Collaboration
  - (e) All of the above
- 36 The quality of your \_\_\_\_\_ is a large part of the quality of your information system.
- (a) Computer Thinking
  - (b) Time
  - (c) Challenges
- 37 Which of the following is not a characteristic of good information?
- (a) Interchangeability
  - (b) Relevance
  - (c) Cost effectiveness
  - (d) Timeliness
- 38 If you are a \_\_\_\_\_ recipients of sensitive information, such as might be overheard or contained in a misdirected email, this would not be illegal, but might be unethical to use it.
- (a) Active
  - (b) Passive
  - (c) Proper
  - (d) Business
- 39 A human order taker can be bypassed when using a (n) \_\_\_\_\_
- (a) Office automation system
  - (b) Management information system
  - (c) Transaction processing system
  - (d) Decision support system
- 40 Data mining cannot be done if
- (a) Operational data has not been archived
  - (b) Earlier management decisions are not available
  - (c) The organization is large
  - (d) All processing had been only batch processing
- 41 The information of MIS comes from the
- (a) Internal source

- (b) External source
  - (c) Both internal and external source
  - (d) None of the above
- 42 The back bone of any organization is
- (a) information
  - (b) employee
  - (c) management
  - (d) capital
- 43 AI is the short form of
- (a) Artificial information
  - (b) Artificial intelligence
  - (c) Artificial integration
  - (d) None of the above
- 44 The advantage(s) of transistors are they
- (a) Are portable
  - (b) Are more reliable
  - (c) Consume less power
  - (d) All of the above
- 45 The flow of information through MIS is
- (a) need dependent
  - (b) organization dependent
  - (c) information dependent
  - (d) management dependent
- 46 The elements of control will consist of
- (a) Authority, Direction, Management
  - (b) Authority, Direction, Information
  - (c) Authority, Application, Management
  - (d) Authority, Application, Information
- 47 Internal information for MIS may come from any one of the following department.
- (a) Customers care department

- (b) HR department
  - (c) Marketing department
  - (d) Production department
48. MIS normally found in a manufacturing organization will not be suitable in the \_\_\_\_\_.
- (a) Service sector
  - (b) Banking sector
  - (c) Agriculture sector
  - (d) All of the above
49. The basic component(s) of DSS is (are)
- (a) Database
  - (b) Model base
  - (c) DSS software system
  - (d) All of the above
50. GDSS is the short form of
- (a) Group Decision Support System
  - (b) Group Discussion Support System
  - (c) Group Decision Service System
  - (d) Group Discussion Support Source
51. A network that needs human beings to manually route signals is called....
- (a) Fiber Optic Network
  - (b) Bus Network
  - (c) T-switched network
  - (d) Ring network
52. The data unit in the TCP/IP data link layer called a
- (a) Message
  - (b) Segment
  - (c) Datagram
  - (d) Frame
53. In mesh topology, every device has a dedicated topology of
- (a) Multipoint linking

- (b) Point to point linking
  - (c) None of Above
  - (d) Both a and b
54. Multipoint topology is
- (a) Bus
  - (b) Star
  - (c) Mesh
  - (d) Ring
55. What is the full form of BGP?
- (a) Border gateway Protocol
  - (b) Broadband gateway Protocol
  - (c) Broadband gateway Part
  - (d) None of the above
56. The size of an IP address is \_\_ bits
- (a) 12
  - (b) 16
  - (c) 32
  - (d) 64
57. ASK, PSK, FSK, and QAM are examples of \_\_\_\_\_ encoding.
- (a) Digital-to-digital
  - (b) Digital-to-analog
  - (c) Analog-to-analog
  - (d) Analog-to-digital
58. Unipolar, bipolar, and polar encoding are types of \_\_\_\_\_ encoding.
- (a) Digital-to-digital
  - (b) Digital-to-analog
  - (c) Analog-to-analog
  - (d) Analog-to-digital
59. Which layer 1 devices can be used to enlarge the area covered by a single LAN segment?
- (a) Switch
  - (b) NIC
  - (c) Hub
  - (d) Repeater

- (e) RJ45 transceiver
  - I. 1 only
  - II. 1 and 3
  - III. 3 and 4
  - IV. 5 only
- 60 Which of the following describe router functions?
- (a) Packet switching
  - (b) Packet filtering
  - (c) Internetwork communication
  - (d) Path selection
  - (e) All of the above
- 61 Data can be \_\_\_\_\_.
- (a) analog
  - (b) digital
  - (c) or (b)
  - (d) none of the above
- 62 \_\_\_\_\_ data are continuous and take continuous values.
- (a) analog
  - (b) digital
  - (c) (a) or (b)
  - (d) none of the above
- 63 \_\_\_\_\_ data have discrete states and take discrete values.
- (a) Analog
  - (b) Digital
  - (c) or (b)
  - (d) None of the above
- 64 Signals can be \_\_\_\_\_.
- (a) analog
  - (b) digital
  - (c) either (a) or (b)
  - (d) neither (a) nor (b)
- 65 \_\_\_\_\_ signals can have an infinite number of values in a range.
- (a) analog
  - (b) digital



- (c) either (a) or (b)
  - (d) neither (a) nor (b)
- 66 If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an
- (a) CRM
  - (b) intranet
  - (c) ERP
  - (d) extranet
- 67 Which of the following is not a technology driver for an information system?
- (a) enterprise applications
  - (b) object technologies
  - (c) knowledge asset management
  - (d) collaborative technologies
- 68 Decision makers who are concerned with tactical (short-term) operational problems and decision making are
- (a) middle managers
  - (b) executive managers
  - (c) supervisors
  - (d) mobile managers
- 69 The application of information to scan an organisation's environment is:
- (a) external communication.
  - (b) information overload.
  - (c) sensing.
  - (d) internal communication.
- 70 When a bank uses information to launch a personalised credit card product this:
- (a) manages risks.
  - (b) creates a new opportunity.
  - (c) adds value.
  - (d) reduces costs.

**Ans.** (1)(a), (2)(c), (3)(b), (4)(d), (5)(a), (6)(b), (7)(b), (8)(d), (9)(b), (10)(a), (11)(c), (12)(c), (13)(d), (14)(d), (15)(d), (16)(c), (17)e, (18)(b), (19)(a), (20)(b), (21)(c), (22)(a), (23)(d), (24)(b), (25)(d), (26)(b), (27)(b), (28)(d), (29)(a), (30)(d), (31)(d), (32)(d), (33)(d), (34)(c), (35)(e), (36)(b), (37)(a), (38)(b), (39)(c), (40)(a), (41)(c), (42)(a), (43)(b), (44)(d), (45)(a),

(46)(a), (47)(a), (48)(a), (49)(d), (50)(a), 51(c), 52(d), 53(a), 54(a), 55(a), 56(c), 57(b), 58(a), 59(c), 60(e), (61)(c), (62)(a), (63)(b), (64)(c), (65)(a),(66)(b), (67)(b), (68)(a), (69)(c), (70)(c),

## **II Short Answer Type Questions:**

- 1 Define MIS. Give MIS importance.
- 2 Write in brief about Probabilistic systems.
- 3 Give the limitation of MIS.
- 4 Write in brief on Managing Value Chain.
- 5 Define Structured Information System.
- 6 What are the three outcomes in different decision-making conditions?
- 7 Give the advantages of computer-aided design.
- 8 Write short note on “Accounting System”.
- 9 Give a brief description of FIS.
- 10 Draw a diagram explaining the operations of a Inventory Information System.
- 11 How can a Expert system be developed. Write down the steps.
- 12 Write a short note on “Group Decision Support Systems”.
- 13 What are the components of Decision Support Systems.
- 14 Give the major applications of office automation.
- 15 Write in brief about TRANSACTION PROCESSING CYCLE.
- 16 Briefly explain:
  - (a) Marketing
  - (b) Finance
  - (c) Human Resources
- 17 Contrasts between TPS and MIS? Explain giving examples.
- 18 What are the various Threats to IT Systems? How can we minimize these threats?
- 19 Write notes on the following:-
  - a) Securing the information systems
  - b) Applications of IT in marketing
  - c) Creating table in HTML
- 20 What is FTP? List the steps used to upload and download a file using FTP.
- 21 What is a newsgroup? How is it useful?
- 23 Give the merits and demerits of all the topologies.
- 24 Give full form of:

(a) HTML	(b) URL	(c) HTTP
(d) WWW	(e) FTP	(f) SGML
- 25 Briefly explain
  - (a) Repeater
  - (b) Bridge

- (c) Router
  - (d) Gateway
- 26 Explain various methods to collect data
  - 27 Explain various types of information
  - 28 Distinguish between MIS and DSS
  - 29 Define EIS. Explain its characteristics
  - 30 How do you Evaluate Information Used in Business Processes

### **III Long Answer Type Questions:**

- 1 Why is a business model necessary? How would you construct a model for following subject
  - (a) Sales Model for Forecasting
  - (b) Production Model for Capacity Forecasting
  - (c) Business Model for Profitability Analysis
- 2 What is strategic planning? When does it assume importance in the business?
- 3 State the difference between MIS and a computer system. Why is MIS looked upon as a strategic need of management today?
- 4 If application science and MIS can be brought together the MIS design would be realistic and useful. Discuss.
- 5 Can you automate the process of decision making? The answer is 'Yes' and 'No'. Explain. What best must be aimed at?
- 6 Explain the concept of entropy used in system control? How would you use this concept in MIS?
- 7 Explain the steps in the
  - (a) Transaction Processing System
  - (b) Data Processing System
  - (c) Information Processing System
  - (d) Management Information Processing System
- 8 Explain the information needs of the following:
  - (a) Corporate Planner
  - (b) Investment Analyst
  - (c) Job Chaser
  - (d) Administrator

- 9 What is the type of DSS that can be integrated in MIS and which are types not worthy of integration?
- 10 Identify E-business initiatives, which will drive companies to switch to electronic methods of managing the business. What are the typical characteristics of the business, where E-business will give large benefits?
- 11 Contrast between data, information and knowledge giving examples.
- 12 What is a Decision Support System? How is it different from MIS?
- 13 What are the characteristics of TPS, MIS, and DSS?
- 14 Differentiate among structured, semi structured and unstructured decisions.
- 15 Explain information system security in detail.
- 16 Which type of Computer Applications can be used In Sickness and in Health?
- 17 What is the use of computer in Government, the Military and Politics?
- 18 Define EIS. Explain its characteristics.
- 19 How information can be transferred using Word Processing, Electronic Mail?  
How it can be applicable to office automation?
- 20 Write short notes on (a) Value of information, (b) Attributes of Information

# **QUESTION BANK**

## **BUSINESS COMMUNICATION**

**MS 111**

**QUESTION BANK**  
**BUSINESS COMMUNICATION – MS 111**  
**MBA I**

**UNIT - I**

**I Test Your Skills:**

**Multiple Choice Questions**

- 1 Which of the following best describes communication:
  - (a) Exchange of ideas
  - (b) Exchange of information
  - (c) Exchange of information, ideas and emotions
  - (d) Exchange of emotions
  
- 2 Receiver should \_\_\_\_\_ the message objectively and send feedback promptly.
  - (a) Encode
  - (b) Decode
  - (c) Forward
  - (d) Write
  
- 3 Sender should select channel in light of:
  - (a) Need for speed
  - (b) Social need
  - (c) Safety need
  - (d) Esteem need
  
- 4 Some forms of communication like office order or notice are\_\_\_\_\_
  - (a) Two way process
  - (b) Unidirectional
  - (c) Multi directional
  - (d) Horizontal process
  
- 5 Effective external communication helps to improve mainly one of the following an organization:
  - (a) Profit
  - (b) Productivity
  - (c) Team Building
  - (d) Public Image
  
- 6 Which one of the following cannot be considered as communication:
  - (a) Writing a letter to relative
  - (b) Talking on telephone
  - (c) Having dreams during the sleep
  - (d) Listening a story

- 7 Business Communication does not play an important role in one of the following:
- (a) Training and development of employees
  - (b) Motivation and moral building
  - (c) Improved physical health of employees
  - (d) Corporate image
- 8 Which of the following is not audience in business communication?
- (a) Employees
  - (b) Customers
  - (c) Students
  - (d) Suppliers
- 9 Which of the following is not a component of communication process?
- (a) Feedback
  - (b) Context
  - (c) Product of organization
  - (d) Receiver
10. Specific directions regarding job assigned are given to subordinates in the following form of communication:
- (a) Upward
  - (b) Downward
  - (c) Horizontal
  - (d) Diagonal
- 10 To apprise the subordinates of their performance, following form of communication is most suited:
- (a) Upward
  - (b) Horizontal
  - (c) Downward
  - (d) Diagonal
- 12 Downward communication does not use the following:
- (a) Letters
  - (b) Memorandums
  - (c) Request Application
  - (d) E-mails
- 13 Upward communication is used for the following:
- (a) Seeking superiors intervention to solve the problem
  - (b) Directive to initiate action
  - (c) Motivate seniors
  - (d) Coordinate with other departments

- 14 Downward communication is best suited to
- (a) Maintain law and order
  - (b) Motivate senior management
  - (c) Coordination with different departments
  - (d) Explain policies and procedures to subordinates
- 15 Indicate the wrong statement out of the following:
- (a) Grapevine does not follow any fixed path
  - (b) The grapevine is a very fast channel
  - (c) The grapevine provides valuable feedback to the management
  - (d) The management can do a great service to their organization by destroying the grapevine.
- 16 Grapevine information is usually misunderstood as it is mostly:
- (a) Complete
  - (b) Incomplete
  - (c) Tested
  - (d) Authenticated
- 17 Which of the following is not a correct statement?
- (a) Emotions play important role in communication
  - (b) Dreaming is not communication
  - (c) Unsuitable media is not barrier to communication
  - (d) Communication is a two way process.
- 18 Which of the following statement is true?
- (a) Noise is not barrier to communication
  - (b) Psychological noise is more serious than physical noise
  - (c) Time and distance are not barriers to communication
  - (d) Noise relates to sound alone
- 19 Which of the following statements is true?
- (a) If communication is to be perfect, the receiver must assign the same meaning as sender
  - (b) Sender and receiver are not components of communication
  - (c) Assumption is good for effective communication
  - (d) Sender need not consider receiver's attitude for effective communication
- 20 Which of the following is barrier to communication?
- (a) Sender and receiver not using telephone connection of same company
  - (b) Sender and receiver having different qualifications
  - (c) Using connotative words
  - (d) Getting clarification from receiver
- 21 To minimize semantic barriers, we should use:



- (a) Unfamiliar words
  - (b) Words with negative connotation
  - (c) Familiar words
  - (d) Technical words
- 22 Faulty transmission leads to:
- (a) Effective communication
  - (b) Miscommunication
  - (c) No communication
  - (d) Informal communication
- 23 Which of the following helps in communication effectiveness?
- (a) Using words with negative connotative words
  - (b) Using any channel with considering urgency of matter
  - (c) Positive and courteous tone
  - (d) Oral communication
- 24 Which of the following is not a socio-psychological barrier?
- (a) Status consciousness
  - (b) Multiple meaning of a word
  - (c) Unsolicited communication
  - (d) Closed mind
- 25 Which of the following does the term 'noise' not cover in the context of business communication?
- (a) Illegible hand writing
  - (b) Network break down
  - (c) Higher status
  - (d) Sounds emitted from the plant
- 26 Which of the following is a barrier to communication?
- (a) Open mind
  - (b) Empathetic attitude
  - (c) Mistrust and non-cooperation
  - (d) Positive attitude
- 27 Functional coordination is one important reason for communicating with:
- (a) Superiors
  - (b) Peers
  - (c) Subordinates
  - (d) Employees' unions
- 28 Communication with superiors involves:
- (a) Problem solving
  - (b) Disciplinary matters
  - (c) Welfare aspects

- (d) Public relations
29. The following is (are) the most effective ways of communication.
- (a) Verbal
  - (b) Non verbal
  - (c) Written
  - (d) All of the above
30. Communication is the task of imparting \_\_\_\_\_
- (a) Training
  - (b) Information
  - (c) Knowledge
  - (d) Message
31. AIDA plan stands for:
- (a) Attention, Interest, Desire, Action
  - (b) Authority, Interest, Disclose, Accuracy
  - (c) Accuracy, Internal, Diction, Attention
  - (d) Action, Interest, Desire, Authority
32. Communication is the process by which individuals share:
- (a) Activities and make decisions
  - (b) Body movements
  - (c) Techniques
  - (d) Skills
33. Generally speaking, in business we communicate:
- (a) Only to entertain
  - (b) Only to persuade
  - (c) Only to inform
  - (d) To both persuade and inform
34. Effective communication is essentially a:
- (a) Three-way process
  - (b) One-way process
  - (c) Both a one-way and a two-way process
  - (d) Two-way process
35. Speakers usually experience difficulty in ensuring that the message is:
- (a) Conveyed precisely
  - (b) Conveyed precisely, understood correctly, and acted upon promptly and as desired
  - (c) Acted upon promptly and as desired
  - (d) Understood correctly
36. As a process of sharing thoughts and ideas, communication suffers mainly from:
- (a) Physical barriers
  - (b) Both physical and non-physical barriers
  - (c) Non-physical barriers

- (d) Gender differences
37. \_\_\_\_\_ is not one of the 7 C's of communication:
- (a) Clarity
  - (b) Correctness
  - (c) Conciseness
  - (d) Character
38. In general, human beings are:
- (a) Perfect communicators
  - (b) Good communicators
  - (c) Poor communicators
  - (d) Indifferent communicators
39. For the communication to be completed, the receiver must send to the sender of the message.
- (a) Response
  - (b) Feedback
  - (c) Idea
  - (d) None of the above
40. Language barrier is a
- (a) Semantic Barrier
  - (b) Physiological barrier
  - (c) Psychological barrier
  - (d) Official barrier
41. The most important goal of business communication is\_\_\_\_\_.
- (a) Favourable relationship between receiver and sender
  - (b) organizational goodwill
  - (c) receiver response
  - (d) receiver understanding
42. Down ward communication flows from\_\_\_\_\_ to\_\_\_\_\_.
- (a) Upper to lower what??
  - (b) Lower to upper what??
  - (c) Horizontal what???
  - (d) Diagonal
43. Horizontal communication takes place between\_\_\_\_\_.
- (a) Superior to subordinate
  - (b) Subordinate to superior
  - (c) Employees with same status
  - (d) None of these.
44. Appeals and representations are used in\_\_\_\_\_communication.

- (a) Horizontal
  - (b) Upward
  - (c) Downward
  - (d) Grapewine
45. The study of communication through touch is\_\_\_\_\_.
- (a) Chronemics
  - (b) Haptics
  - (c) Proxemics
  - (d) Semantics
46. The following is (are) non-verbal communication
- (a) Facial Expression
  - (b) Appearance
  - (c) Posture
  - (d) All of the above
47. Communication is the task of imparting \_\_\_\_\_
- (a) Training
  - (b) Information
  - (c) Knowledge
  - (d) Message
48. When working to create and maintain a favorable relationship with a receiver, a sender
- (e) should
  - (a) do just what the receiver expects
  - (b) impress the receiver by using technical terms
  - (c) stress mutual interests and benefits
  - (d) use positive wording
49. Which of the following terms best describes the grapevine as a communication pattern?
- (a) Diagonal
  - (b) Informal
  - (c) Serial
  - (d) Verbal
50. Communication becomes circular when
- (a) the decoder becomes an encoder
  - (b) the feedback is absent
  - (c) the source is credible
  - (d) the channel is clear

**Ans:** (1)(c), (2)(b), (3)(a), (4)(b), (5)(d), (6)(c), (7)(c), (8)(c), (9)(c), (10) (b), (11) (c), (12) (c), (13) (a), (14) (d), (15) (d), (16) (b), (17) (c), (18) (b), (19) (a), (20) (c), (21) (c), (22) (b), (23) (c), (24) (b), (25) (c), (26) (c), (27) (b), (28) (a), (29) (d), (30) (b), (31) (a), (32) (a),

- (43) (33) (d), (34) (d), (35) (b), (36) (b), (37) (d), (38) (c), (39) (b), (40)(a), (41)(d), (42)(a),  
(c), (44) (c),  
(45) (b), (46) (d), (47)(b), (48)(d), (49)(b), (50)(a)

## II Short Answer Type Questions:

1. How communication is a social activity?
2. Define Communication.
3. What is the process of communication?
4. State the elements involved in the process of communication
5. Why is communication so important to an organization? How does it relate the organization to the outside world?
6. Write a note on communication as “an integral part of the process of change”
7. List and briefly describe the six phases of the communication process.
8. Explain the significance of communication?
9. Give illustration to show why it is important to adapt the message to the needs of the receiver.
10. Rewrite the following sentences to emphasize you – attitude instead of we – attitude:
  - (a) To help us improve customer service, we would appreciate if we get some suggestions from you.
  - (b) We are pleased to inform you that your fixed deposit has matured.
  - (c) Since we have our own problems, we would appreciate if you pay your installments on time.
  - (d) We value your association with us for you are important part of our success.
    - (a) This pamphlet will acquaint you with the various schemes we have floated to multiply savings.
11. How does culture affect communication? Discuss in brief.
12. What are the physiological barriers to communication?
13. Write short notes on the following:
  - (a) Filtering
  - (b) Information Overload
  - (c) Goal Conflict
  - (d) Status Consciousness
  - (e) Emotions and Communication
14. Write notes on the following in not more than 50 words.
15. Steps required to develop positive attitude
16. Types of Business Reports
17. Importance of Grapevine for corporate
18. What is 7C’s concept in communication? Explain each briefly.
19. What is the role of conversation in our business and personal lives?
20. How important is informality in conversations?
21. Discuss the technological foundation of modern social media.
22. What is the difference between Formal and Informal Communication?

23. Why is communication considered to be important for businesses?
24. “Formal Communication is more important than informal communication in business”  
Do  
you agree? Explain
26. Is it true that without feedback, communication is incomplete?
27. Concreteness is an important element of effective business communication.
28. Explain the Semantic Barriers to communication.
29. List the gateways to communication
30. How can the ineffective communication made effective?
31. What are the principles of effective written communication?
32. State the Semantic barriers in communication.
33. What is the role of Feedback in the communication process.
34. Differentiate between Upward and Downward Communication
35. What are the limitations of oral communication?

### **III Long Answer Type Questions:**

1. “The single most significant characteristic of the human race is the ability to communicate”. Discuss
2. “Communication is the sum of all things one person does when he wants to create understanding in the mind of another. It is a bridge of meaning. It involves a systematic and continuous process of telling, listening and understanding.” Discuss.
3. Write a detailed note on the factors responsible for the growing importance of communication in modern times.
4. Effective communication has always been essential for success in business. Explain this statement in detail.
5. Imagine a situation in which the intransigent attitude of trade union leaders creates communication problems for management, and how a resourceful manager deals with them.
6. What are the essentials of communication? Discuss in detail giving a suitable example.
7. How does planning of message take place during the process of communication?
8. “The writer of a business letter must place his correspondence first and see things from his point of view.” Do you agree? Give a reasoned answer.
9. Write a brief note on the importance of clarity of thought and expression in the communication process.
10. In business communication courtesy and clarity are as important as conciseness and completeness.” Discuss in detail.
11. Discuss widely the general principles of effective communication. What are the barriers to communication? Discuss the guidelines for overcoming these barriers.
12. Show how offensive style is the greatest barrier to communication. Write a note on socio – psychological barriers to communication.
13. “Communicators with similar mental filters are more likely to communicate effectively.” Discuss.
14. “There can be no such things as perfect communication.” Do you agree? Give a reasoned answer.

15. Explain how the wrong choice of the channel of communication acts as a barrier to communication.
16. How does personal opinions and prejudices of various individuals acts as barriers to effective communication? Illustrate your answer with suitable example.
17. We don't see reality. We interpret what we see and call it reality." Discuss
18. Is the ability to communicate more important criteria of successful performance of an employee? Discuss the importance of communication in today's competitive business world.
19. Explain what business communication is. What are the salient features of this communication? How is it different from other communication?
20. What are the major barriers to communication in organization? How can we overcome them?
21. What are the important parts of visual communication? Explain.
22. What is 7 Cs Concept in communication? Explain each briefly.
23. What do you understand by Communication process? Explain barriers and gateways to communication?
24. "A communication barrier is any factor that interferes with the success of the communication process. These barriers may occur between any two of the communication process steps or may affect the steps in the process." In the light of above statement, enumerate and elaborate the most crucial barriers.
25. Do you accept that perfect communication is just an assumption and not a practical possibility? Give reasons for your argument.
26. Discuss the critical differences between successful and ineffective communication. Give examples.
27. Why have communication skills become an essential requirement for a successful career in any profession? Discuss with examples.
28. Describe how feedback acts as an essential element in the communication process.
29. Explain in brief the Communication Process. What are the various barriers in the way of Communication? Explain how to overcome these barriers?
30. Explain in detail the types of communication. Which is the most effective form of communication in an organisation?
31. What is communication? Differentiate between formal and informal communication. How will your communication skills contribute to your company's success?
32. Explain the process of communication.
33. Discuss in detail the barriers and gateways to communication.
34. Explain the differences between oral and written communication. Recall the team presentations that you have seen in your classes. What qualities made some team presentations better than the others?
35. Explain the nature, importance and role of communication in business. What are the barriers and gateway to communication? Explain them in brief.

## **UNIT - II**

### **I Test Your Skills:**

## Multiple Choice Questions

1. Business writing should use plain English to convey messages because:
  - (a) Plain English is easy to read and understand.
  - (b) Plain English promotes understanding and empowers people.
  - (c) Plain English ensures that the message is efficient.
  - (d) Using plain English ensures that information is created and written from the receiver's viewpoint.
  
2. Which of the following is NOT a problem when calling for a meeting:
  - (a) Personal agenda
  - (b) Team spirit
  - (c) Interpersonal conflicts
  - (d) Cultural differences
  
3. Which of the following sentences about reports is NOT true?
  - (a) A short report is meant to convey information in an efficient, compact format.
  - (b) An annual report is usually published once a year for shareholders as well as for employers.
  - (c) A recommendation report examines a situation and concludes with specific recommendations.
  - (d) A proposal is a report written to convince a reader that a need exists and that specific action should be taken to remedy that need.
  
4. Which of the following is NOT an external business written communication?
  - (a) Complaint letter
  - (b) Curriculum Vitae
  - (c) Memo
  - (d) Enquiries letter
  
5. A memo has two parts, the:
  - (a) Heading and the date.
  - (b) Heading and the complimentary closing.
  - (c) Heading and the body.
  - (d) Subject and the body.
  
6. A referral letter should be sent when:
  - (a) An inquiry can be answered better by someone else.
  - (b) You wish to recommend someone for a job.
  - (c) A payment is enclosed.
  - (d) You don't want to be bothered with it.
  
7. Inquiry letters are letters that:
  - (a) Ask for more information about a product or service.
  - (b) Ask for credit.



- (c) Try to reactivate business.
  - (d) Ask for an adjustment.
8. What is essential for meeting to successfully start?
- (a) A quorum
  - (b) The agenda
  - (c) Proper seating arrangement
  - (d) All of the above
9. When asking several questions in a letter, you can make them more obvious by:
- (a) Putting all the questions in the closing paragraph.
  - (b) Numbering the questions.
  - (c) Putting all questions in the opening paragraph.
  - (d) Putting all the questions in passive voice.
10. The ideal seating arrangement for a face-to-face meeting is:
- (a) U shaped seating arrangement.
  - (b) V-shaped seating arrangement.
  - (c) Long rectangular seating arrangement.
  - (d) Circular or oval seating arrangement.
11. A cover letter is:
- (a) Courteous and helpful.
  - (b) Unnecessary.
  - (c) Considered to be in poor taste.
  - (d) Always mailed separately.
12. Which of the following activities is the responsibility of members during a meeting?
- (a) To ensure that the agenda items are dealt with.
  - (b) To encourage all members to participate.
  - (c) To prepare for the meeting and be aware of how to conduct themselves.
  - (d) A speech that is delivered unprepared and is unexpected is:
13. Feedback can come in the form of
- (a) Verbal communication only.
  - (b) Nonverbal communication only.
  - (c) Environmental noise.
  - (d) Verbal and nonverbal listener responses
14. What kind of information should not be included in a resume?
- (a) Work experience
  - (b) Education
  - (c) Affiliation and membership
  - (d) Letter of recommendation
15. When writing an effective resume, it is vital to:

- (a) Write actively.
  - (b) Use keywords to help recruiters match you to the position.
  - (c) Use skill headings and organise your information so that important information stands out.
  - (d) All of the above.
16. A resume summarizes the following :
- (a) Strengths and weaknesses
  - (b) Personality
  - (c) Education and experience
  - (d) Hobbies
17. Which of the following is characteristic of a chronological resume?
- (a) Appropriate for experienced candidates
  - (b) Mentions most recent job or qualification first
  - (c) Appropriate when education and experience are unrelated to the job applied for
  - (d) Not commonly used
18. Which of the following does not describe a report?
- (a) Orderly
  - (b) Complaint
  - (c) Helps decision making
  - (d) Helps in problem solving
19. The quality of a report is determined mainly by:
- (a) The language of the report
  - (b) The visual aspects
  - (c) The length of the report
  - (d) The accuracy of the data
20. All the following are principles of business letter writing, except:
- (a) Consideration
  - (b) Directness
  - (c) Precision
  - (d) Ambiguity
21. Which of the following is not a compulsory part of a business letter?
- (a) Salutation
  - (b) Close
  - (c) Attention line
  - (d) Body
22. A press release is better known today as:
- (a) Public relations
  - (b) Publicity
  - (c) News release

- (d) Advertising
23. One advantage of a news release is:
- (a) Unpaid form of communication
  - (b) Highly credible
  - (c) Can appear in all media
  - (d) Reaches more number of people
24. One characteristic of a memo is:
- (a) Formal
  - (b) Tool for external communication
  - (c) Concise
  - (d) Pretentious
25. The following is the permanent records for business
- (a) Business letters
  - (b) Ledgers
  - (c) Production reports
  - (d) All of the above
26. \_\_\_\_\_ of the letter consists of main message.
- (a) Heading
  - (b) Body
  - (c) Greeting
  - (d) Closing
27. \_\_\_\_\_ are usually short messages with natural, casual use of language.
- (a) Formal reports
  - (b) Informal reports
  - (c) Short reports
  - (d) Progress report
28. Circular letters are used:
- (a) To send information to two people.
  - (b) To send the same information to a number of people.
  - (c) To communicate to other company.
  - (d) To send information inside a company.
29. Another name of a synopsis is:
- (a) Report
  - (b) Letter
  - (c) Abstract
  - (d) Text
30. Memorandum is used to:
- (a) Inform someone not related to your company.

- (b) Communicate to someone within your own company.
  - (c) Communicate to other company.
  - (d) Communicate to the general public
31. Which of the following is NOT a common element of e-mails?
- (a) Subject line
  - (b) Brief paragraph or paragraphs
  - (c) Complimentary closing
  - (d) Name of sender
32. Written communication is used mainly for:
- (a) Understanding emotions of receiver
  - (b) Understanding emotions of sender
  - (c) Understanding receiver's message quickly
  - (d) Future reference and records
33. Which of the communication media is fastest and cheapest?
- (a) Letter
  - (b) Fax
  - (c) E-mail
  - (d) Telegram
34. Which of the following are examples of written communication?
- (a) Letters and voicemail
  - (b) Reports and email
  - (c) Circulars and voicemail
  - (d) Presentations and email
35. Readability is determined mainly by:
- (a) Punctuation
  - (b) Length of words
  - (c) Active and passive voice
  - (d) Spelling
36. Which of the following is an example of a nonverbal message?
- (a) Jargon
  - (b) Eye contact
  - (c) Mumbling
  - (d) Yelling
37. You send an email in the format of a good news letter of request. You carefully place each of 10 requests in a separate numbered paragraph, finishing off the email with the required completion date and a courteous close. Ten days after the completion date only five of the requests have been performed. What could have gone wrong?
- (a) Your sentences and paragraphs were too long.

- (b) The recipient only read the first screen.
  - (c) The recipient doesn't check their email regularly.
  - (d) You sent the email to the wrong person.
38. You need to provide guidance to your work team on how to use a new database that will become operational next week. Which of the following would be the most suitable email type to convey the instructions?
- (a) Announcement email.
  - (b) Instruction email.
  - (c) Authorisation email.
39. Which of the following is not a purpose of business blogging?
- (a) Seeking feedback from clients.
  - (b) Correcting misinformation and rumours across the company.
  - (c) Criticising competitors.
40. Arriving ahead of time for a meeting is an example of:
- (a) Feedback
  - (b) Body language
  - (c) Non-verbal communication
  - (d) Etiquette
41. The formal greeting with which a business letter begins is called
- (a) Reference
  - (b) Subject
  - (c) Salutation
  - (d) Body
42. The following is the permanent records for business
- (a) Business Letters
  - (b) Ledgers
  - (c) Production reports
  - (d) All of the above
43. Body of a letter is divided into \_\_\_\_\_ parts
- (a) 1
  - (b) 2
  - (c) 3
  - (d) 4
44. Business letters produce immediate effect because they are:
- (a) Interesting
  - (b) Brief
  - (c) Formal
  - (d) Informal

45. A memorandum (memo) is considered a brief form of written communication for:
- (a) Internal use
  - (b) External use
  - (c) Formal Use
  - (d) Legal use
46. Letters that please the receiver are called
- (a) Yes Letters
  - (b) Routine Letters
  - (c) Invitation Letters
  - (d) Good news Letters
47. Which of these must not be mentioned in a business letter?
- (a) Information of the quality of the order
  - (b) Information of the quantity of the order
  - (c) The mode of payment
  - (d) With regards
48. Which of these should not be present in a business letter?
- The name of firm or businessman
- (a) The date
  - (b) Business jargon
  - (c) Courteous leave-taking
49. Where are the details of enclosures mentioned?
- (a) Beginning of the letter
  - (b) Below the signature column
  - (c) Right-hand side of the letter
  - (d) Main body of the letter
50. The \_\_\_\_\_ of business letter is called layout.
- (a) Body
  - (b) Content
  - (c) Pattern
  - (d) All of the above

**Ans** (1)(d), (2)(b), (3)(c), (4)(c), (5)(d), (6)(b), (7)(a), (8)(d), (9)(b), (10) (d), (11) (a) (12) (c), (13) (d), (14) (c), (15) (d), (16) (b) (17) (b), (18) (b), (19) (a), (20) (d), (21) (c), (22) (c), (23)(b), (24) (c), (25) (a), (26) (b), (27) (b), (28) (b), (29) (c), (30) (b), (31) (d), (32) (d), (33) (c), (34) (b), (35) (b), (36) (b), (37) (b), (38) (b), (39) (c), (40) (d), (41) (c), (42) (a), (43) (c), (44) (c), (45) (a), (46) (d), (47) (d), (48) (c), (49) (b), (50) (c)

## **II Short Answer Type Questions:**

1. Write a note on salient features of written communication and show how it differs from oral communication.
2. What is the main purpose of a business letter? What points should the writer of a business letter keep in mind so that his purpose may be served best?
3. Write short notes on 'Qualities of a Good Report.'
4. State in brief what you think to be the functions of a speech.
5. How do we define 'minutes' of a meeting? Explain the objective and significance of minutes.
6. What is the object of having minutes signed and who can sign them? Are the minutes of a company meeting admissible as evidence in the court of law?
7. Write a note on the statement, "You can't not communicate".
8. Why do we have more oral communication than written? Give reasons.
9. What is resume? What is the importance of enclosing resume with an application letter?
10. Write a note on the use of application blanks.
11. How would you address an application letter in response to an advertisement appearing in *The Pioneer*, New Delhi, giving a Post Box reference?
12. What details are usually mentioned under Personal Data in the resume?
13. What is the importance of mentioning references in an application letter?
14. Distinguish between 'minutes of resolution' and 'minutes of narration'
15. Write notes on:
  - a. Minutes of the meeting
  - b. Newsletters
22. Explain the term "MEMO" and its format
23. Write notes on the following in not more than 50 words.
  - a. Types of Business Reports
  - b. Importance of Oral Communication and factors to be considered while making oral sales presentation.
24. Formal, stiff letters are a thing of the past in modern business transactions. Discuss whether this is true.
25. "Most letters written in the course of business are important to the writer as well as the reader." Show how this is the case.
26. How does a memo differ from a letter?
27. Writing marketing and sales letters offers challenges to the writer. Discuss some of these challenges.
28. Bring out the difference between "conclusions" and "recommendations" in a report.
29. Explain the concept of web communities
30. What is business blogging? Explain its purpose.
31. Write a note on GD and Interviews in communication.
32. What precautions need to be taken at the time of Speech writing?
33. Write a short note on the parts of a project report.
34. Differentiate between a letter and a memo.---repetition
35. Write a short note on Business Communication via Social Network.

### III Long Answer Type Questions:

1. How does an organization reach out to a large audience through written communication? Take a particular example of such a communication and discuss its impact on the receiver/receivers.
2. What qualities of speech do you miss in written communication?
3. “Above all, a commercial letter must be designed to make easy reading.” Discuss with suitable illustrations.
4. A good business letter never says ‘no’. Do you agree? How can the writer of a business letter avoid the use of ‘no’?
5. The reports should be audience – oriented. Why? What information is included on the title page of a report? What is the function of report introduction?
6. You are the sales manager of a company manufacturing soaps and detergents. Write a report on the recent decline in the sale of your product and give some concrete suggestions for boosting sales.
7. Draft a suitable short speech for the following occasions:
  - (a) A colleague going abroad for higher training
  - (b) Inauguration of a seminar on globalization
  - (c) Retirement of a colleague
  - (d) Inauguration of a new branch of your bank
8. Draft the minutes of the meeting of the Board of Directors of the Indian Fibreglass company Private Limited, prior to the Annual General Meeting.
9. Draft the minutes of a Board meeting at which the following three items were taken up:
  - (a) Approval of Company’s seal
  - (b) Allotment of 500 Equity Shares to Mr. A
  - (c) Appointment of Mr. X as the Secretary of the Company.
10. So far as communication is concerned how is man different from other species? Give examples of certain common features of human and animal communication.
11. Write an application in response to the following advertisement: “Wanted a Secretary for a business house in Mumbai; knowledge of import/export business essentials; must be accustomed to the control of large office staff. Apply giving particulars of qualifications, salary, expected, etc., to Box No. 1966, *The Daily Mirror*, Mumbai – 1”
12. Draft an application to Commar and Associates (Pvt.) Ltd., New Delhi, for the post of a lady receptionist – cum – stenotypist specially emphasizing your good command over English and your dignified personality.
  - (a) Differentiate between a letter and a memo.
  - (b) Write a proposal to the Director/Dean of your institute for organizing an Excursion Trip for Jaipur for students of MBA.
14. What components you must keep in mind while writing your CVs? Support your answer by giving illustrations.
15. Write a report to the Director o your institution on the cause of indiscipline among students and ways to improve the situation. Keep in mind the format of report writing.
16. A business organization has invited applications for the position of Marketing Executives in the newspaper. You wish to apply for this job. Frame an application letter and personal resume for the same.
17. Company A wants to purchase raw material from Company B. write a commercial letter on behalf of Company A to Company B.



18. Write a report to the Director of your institution on the cause of indiscipline among students and ways to improve the situation. Keep in mind the format of report writing. A business organization has invited application for the position of marketing executives in the newspaper. You wish to apply for this job. Frame an application letter and personal resume for the same.
19. Produce critical note on ‘Guidelines for writing a summer project report’
20. What are the steps involved in report writing? Enumerate these steps with a brief explanation of each step.
21. How to prepare minutes of meetings? A meeting of all faculty members of school of management has been held on Nov 15, 2015 by the Dean of the school to discuss program of classes, completion of course curriculum, attendance of students etc. Draft minutes of the meeting held.
22. Discuss the influence of internet on the nature of communication.
23. Discuss the origin and development of “social media” with reference to India.
24. Discuss the influence of social media on the control of content by the users (receivers) of media (message).
25. Discuss why do collaborative projects such as Wikipedia and blogs score lowest as compared to Facebook and virtual worlds.
26. Discuss some of the inherent risks in using social media for promotional purposes.
27. Discuss the various means of written communication in detail. Also justify why it is important.
28. How writing asocial blog promotes the business?
29. You want to pursue an online programme that will help you at work. The course fee is high and you want your company to bear some percent of the cost. Your manager asks you to write a proposal and submit it to him through email. Prepare the mail.
30. What are press releases? How are they different from advertisements? Prepare a press release for a new course launched by a renowned university.
31. As a volunteer for a non-profit organization in your town engaged in creating awareness for cancer, you have been asked to write the fundraising letter for the organisation. Write a letter explaining clearly and convincingly the purpose and need for the same.
32. What are the essentials of effective resume writing? Write your detailed resume keeping in mind the same.
33. A Meeting has to be called by the Head of Department for all faculty members, to discuss various matters relating to the Academic year 2017-18. Discuss:
  - i) What will be the Agenda and how to issue notice of the meeting?
  - ii) Once meeting is over how to prepare minutes of the same to be circulated?
34. What are different types of Mass Communication? Explain them briefly with the role performed by each? How Advertising is different from Public Relation? Discuss with example.
35. Write a letter to MCD by informing them that from the last one month nobody has come to collect the garbage resulting in lot of problems in the area concerned. Assume all information needed to write such a letter to MCD.

### **UNIT - III**

#### **I Test Your Skills:**

1. Oral Communication is best suited where
  - (a) Records are to be kept.
  - (b) Secrecy is prime concern
  - (c) Speed is important
  - (d) Action to be taken immediately
  
2. Oral communication is extremely useful
  - (a) To create future records
  - (b) To keep low cost of communication is prime concern
  - (c) To have confidentiality
  - (d) To promote friendly relations
  
3. Attentive listening is vital in following form of communication:
  - (a) Oral
  - (b) Written
  - (c) Fax
  - (d) E-mail
  
4. Which of the following are examples of oral communication?
  - (a) Meetings, memos and presentations
  - (b) Meetings, memos and performance reviews
  - (c) Meetings, presentations and performance reviews
  - (d) Reports, presentations and performance reviews
  
5. Listening has been identified as one of the “seven habits of highly effective people” by :
  - (a) Lundsteen
  - (b) Stephen Covey
  - (c) Lee Iacocca
  - (d) Tom Peters
  
6. The most basic type of listening is known as:
  - (a) Discriminative listening
  - (b) Comprehension listening
  - (c) Appreciative listening
  - (d) Evaluative listening
  
7. Another name for dialogic listening is:
  - (a) Empathetic listening
  - (b) Therapeutic listening

- (c) Relational listening
  - (d) Active listening
8. All the following are advantages of oral communication except:
- (a) Control over receiver's attention
  - (b) Immediate feedback
  - (c) Personal quality
  - (d) Conveying complex information
9. Listening is a
- (a) Natural habit.
  - (b) Complex process that involves steps.
  - (c) Reflex.
  - (d) Physiological process that occurs without effort.
10. Asking questions of the person speaking to you is
- (a) Advised for the purpose of understanding.
  - (b) Better than paraphrasing for understanding.
  - (c) Impolite.
  - (d) Advised for the purpose of gaining power in the conversation.
11. When responding to a speaker,
- (a) Always agree with him or her to avoid conflict.
  - (b) Be brief.
  - (c) Be as detailed as possible.
  - (d) Hold back on feelings.
12. If a listener directs full attention to the speaker, but does not speak or move, can active listening take place?
- (a) No, because the listener cannot convey empathy without some type of verbal or nonverbal response.
  - (b) No, because the listener cannot be sure of receiving the correct meaning and emotion without asking clarifying questions.
  - (c) Yes, because a pause or silence allows the speaker time to consider and reflect, and allows the listener to concentrate on the more important nonverbal communication of the speaker.
  - (d) Yes, because body movement and interruptions distract both the speaker and the listener and present barriers to listening.
13. Which of the following is an indicator that you are not 'attending listening'?
- (a) Remove physical distractions between you and the speaker.

- (b) Ignore distractions.
  - (c) Lean slightly forward towards the speaker.
  - (d) Move around and fiddle with objects.
14. Nonverbal messages are
- (a) Attempts at manipulation and should be ignored.
  - (b) Often overestimated in importance.
  - (c) Generally irrelevant to overall message meaning.
  - (d) Important for a listeners to understand.
15. Non-verbal communication includes
- (a) Giving a speech.
  - (b) Talking on the phone.
  - (c) Singing.
  - (d) Waving.
16. Touch is
- (a) Always an attempt to send a nonverbal romantic message.
  - (b) An important element of interpersonal communication.
  - (c) Overrated.
  - (d) Inappropriate in interpersonal communication.
17. Nonverbal communication is best described as:
- (a) The facial expression
  - (b) Body language.
  - (c) The part of the message not encoded in words.
  - (d) Tone of voice used while speaking.
18. Verbal and nonverbal messages should match because:
- (a) Verbal messages are often more credible than nonverbal messages.
  - (b) Nonverbal messages are usually consciously observed.
  - (c) Together they contribute to the total message.
  - (d) Verbal messages have no importance
19. Which of the following is not a pre-interview activity?
- (a) Meeting legislative requirements.
  - (b) Selecting the interview panel.
  - (c) Creating a list whereby applicants are graded.
  - (d) Training the Interviewers
20. Verbal and nonverbal messages should match because:
- (a) Verbal messages are often more credible than nonverbal messages.

- (b) Nonverbal messages are usually consciously observed.
  - (c) Together they contribute to the total message.
  - (d) Verbal messages have no importance
21. Which of the following will not help an applicant to create a positive first impression?
- (a) Dressing and grooming in a manner appropriate to your chosen profession.
  - (b) Obtaining the job specification before the interview.
  - (c) Supplying a well-presented resume and letter of application.
  - (d) Entering the room courteously and confidently.
22. Which kind of interview technique focuses on a specific topic?
- (a) Directive.
  - (b) Non-directive.
  - (c) Decisional.
  - (d) Stress
23. The main purpose of a group discussion is to measure :
- (a) Knowledge
  - (b) Personality
  - (c) Group communication skills
  - (d) Leadership skill
24. The following is (are) non-verbal communication
- (a) Facial expression
  - (b) Appearance
  - (c) Posture
  - (d) All of the above
25. The handshake that conveys confidence is
- (a) Limp
  - (b) Firm
  - (c) Loose
  - (d) Double
26. \_\_\_\_\_ interviews help recruiters see how you handle yourself under pressure.
- (a) Situational
  - (b) Stress
  - (c) Group
  - (d) Formal

27. A presentation is a form of oral communication in which a person shares factual information with an audience that is:
- (a) Specific
  - (b) Mixed
  - (c) Large
  - (d) Small
28. The presenter acts as the:
- (a) Deliverer of the information
  - (b) Advocate of the information
  - (c) Medium of the information
  - (d) Supporter of the information
29. The three major elements of presentation do not include:
- (a) Visual aids
  - (b) An audience
  - (c) A presenter
  - (d) Specific content
30. The audience for a presentation consists of people who:
- (a) Are uninformed and lack a purpose
  - (b) Vary in their level of information and purpose
  - (c) Are confused in their purpose
  - (d) Are uniform in their level of information and purpose
31. To be able to give a good presentation, a full rehearsal is:
- (a) Optional
  - (b) Necessary
  - (c) Useless
  - (d) Audience based
32. Reading out a presentation is:
- (a) Allowed
  - (b) Not allowed
  - (c) Helpful
  - (d) Dull
33. To make a presentation effective and impressive, you should use:
- (a) Passive sentences
  - (b) Jargon
  - (c) Complex sentences
  - (d) A simple and active form of sentences
34. To select the content of your presentation, you should know:
- (a) The audience's needs

- (b) The available material
  - (c) The time limit
  - (d) Your purpose
35. In presentation design, maximum time is given to the:
- (a) Conclusion
  - (b) Introduction
  - (c) Question–answer session
  - (d) Main body
36. Initially, a presentation is a form of:
- (a) Two-way communication
  - (b) Group communication
  - (c) Intrapersonal communication
  - (d) One-way communication
37. A co-worker shares office gossip/rumors with you. You:
- (a) Thank him for telling you and pass the stories on
  - (b) Check out the facts with other employees
  - (c) Politely listen and keep the information to yourself
38. In business, keep telephone calls very short because the other person may not be:
- (a) Noting down what you say
  - (b) Paying attention to you
  - (c) Interested in talking to you
  - (d) Free to talk to you
39. A co-worker comes to your office to introduce you to a friend of his. You:
- (a) Smile and nod
  - (b) You stand up, establish eye contact, smile and shake his hand
  - (c) Wave and tell him how happy you are to meet him
  - (d) Give him a “high five”
40. After a meeting with a contact, in order to express your thanks, it is appropriate to:
- (a) Send him/her a small box of chocolates with a note
  - (b) Drop by the office and give him/her a hot cup of coffee
  - (c) Send a dozen red roses to his/her home
  - (d) Send a thank you letter
41. Which of the following is a type of nonverbal communication?
- (a) Style
  - (b) Voice quality
  - (c) Word choice

- (d) Filtering
42. Which of the following is true of body language as a form of nonverbal communication?
- (a) Paralanguage refers to physical movements of our arms, legs, hands, torsos, and heads.
  - (b) Speaking and gestures are not linked.
  - (c) Physical appearance is an important aspect of body language.
  - (d) In an office, the physical arrangements do not communicate any meaning.
43. Which of the following helps improve a person's accuracy of hearing?
- (a) Refraining from asking questions
  - (b) Avoiding back-channeling
  - (c) Judging what is being said
  - (d) Taking notes
44. When calling, which of the following is an example of bad telephone etiquette?
- (a) "Thank you for calling Miller's Takeaways. I am Alberta McShane. How may I assist you today?"
  - (b) "This is Debra Hope of DeBanks Finance. I have a clarification regarding the expiration date of your credit period. Is this the best time to talk?"
  - (c) "Put me through to Charles Watkins in Finance. This is urgent."
  - (d) "Mr. Strayer is not in presently. May someone else help you?"
45. Which of the following is important when conducting a formal meeting?
- (a) Prepare a mental agenda
  - (b) Develop a written agenda
  - (c) Avoid using parliamentary procedure
  - (d) Avoid taking meeting minutes
46. The text discusses four basic elements of good talking. Which of the following best represents these four elements?
- (a) Voice quality, interaction, status of the speaker, and adaptation
  - (b) Voice quality, gestures, paralanguage, and adaptation
  - (c) Voice quality, paralanguage, expressions, and adaptation
  - (d) Voice quality, style, word choice, and adaptation
47. Isabelle gave a presentation on the emerging use of wireless handheld devices in education to three separate audiences: corporate executives, high school teachers, and high school students. For each audience, she uses subtle variations in voice, style, and word choice. In terms of the element of good talking, this is an example of \_\_\_\_\_.
- (a) adaptation
  - (b) use of space
  - (c) back-channeling
  - (d) paralanguage



48. At a meeting, when a participant tries to dominate the discussion, the leader must prevent this by:
- ending the meeting.
  - reprimanding the individual.
  - revising the agenda.
  - asking for others' viewpoints.
49. Which of the following must be avoided when using presentation software for oral presentations?
- Limiting each slide to about six bullet points
  - Using a 24-point type or larger for text
  - Using a black text on a white or pale background
  - Reading verbatim what is on the slides
50. Which of the following is true of appearance and physical actions in oral presentations?
- A speaker appearing before a formal group should use relatively more physical movements.
  - The speaker should avoid eye contact with his or her listeners in order to appear sincere.
  - The speaker should minimize facial expressions.
  - One's personal appearance is a part of the message the audience receives.

**Ans:**(1)(d), (2)(d), (3)(a), (4)(c), (5)(b), (6)(a), (7)(c), (8)(d), (9)(c), (10)(a), (11)(b), (12)(c), (13)(c), (14)(d), (15)(d), (16)(b), (17)(c), (18)(c), (19)(a), (20)(c), (21)(b), (22)(a), (23)(c), (24)(d), (25)(b), 26)(b), (27)(a), (28)(b), (29)(a), (30)(b), (31)(b), (32)(b), (33)(d), (34)(a), (35)(d), (36)(d), (37)(b), (38)(d), (39)(b), (40)(d), (41)(d), (42)(c), (43)(d), (44)(c), (45)(b), (46)(d), (47)(a), (48)(d), (49)(d), (50)(d)

## **II Short Answer Type Questions:**

- Write short notes on:
  - Eye contact
  - Nodding
  - Speed variation in pitch
  - Firm hand shake
  - Stiff standing body position
- What, according to you, are the three most important advantages of oral communication?
- Write a note on the importance of listening.
- What is the importance of selection interview for a candidate? How should he prepare for it?
- What are the objectives of holding a selection interview? Suggest some ways and means of making employment/selection interview successful.

6. Write short note on Effective Listening Skills
7. Write short note on Importance of Oral Communication and factors to be considered while making Oral Sales Presentation.
8. Write a note on the importance of listening
9. Define Proxemics. How does the space language differ amongst the western and the eastern nations?
10. Compare how Americans and French differ in their time language.
11. Discuss the main classifications of non- verbal communication.
12. What is Active and passive Listening?
13. Why is Personal Grooming an important aspect of one's personality?
14. What is the importance of tone in oral communication.
15. Discuss the important characteristics of conversation as a spontaneous form of communication.
16. Write short note on Video Conferencing and skype
17. How is gifting important in business?
18. What are the roles that can be played in a Group discussion?
19. "Group Discussions always have a conclusion". Do you agree?
20. Professionalism in business is an important aspect of business. Explain.
21. What should be kept in mind before going for an interview?
22. State the different types of Interviews.
23. Write the importance of Group discussions in an interview process
24. Discuss certain e-mail etiquette.
25. What are the principles to be followed while writing a business letter?
26. Explain the steps involved in an interview process.
27. Body language plays a very important role in effective communication. Explain.
28. Silence communicates. Do you agree? Explain.
29. What are the principles of oral communication?
30. How can one be a good listener? What skills should a person possess?
31. Write short notes on:
  - a. Importance of GD and Interviews in Communication
32. Write short notes on:
  - a. Active Listening
33. What role does Time and Space Language play in Non-Verbal communication
34. State the Interview Tests that are a part of Interview Process in any organisation.
35. Explain the significance of Dressing and Grooming in Business

### **III Long Answer Type Questions:**

1. What do you mean by the saying, "The face is the index of the heart"?
2. How can you make effective use of body language? Discuss in detail.
3. Explain the types of non – verbal communication. Discuss in detail the advantages and limitations of any one type.
4. "Listen not only with your ears, but also with your eyes." Explain.
5. Do you think it is necessary for the interviewer also to prepare for the interview?
6. What kind of preparation would you recommend for him.

7. How should an interviewer conduct himself during selection interviews?
8. Why is group decision – making the best way to make an organization successful? Discuss in detail.
9. How important is non-verbal communication in a business deal? What body language would you recommend for negotiators on a negotiation table?
10. We all are born with ability to speak. We only need to work on it.” Discuss in the light of the statement how you can be a powerful speaker?
11. “We can develop ourselves to become great speakers” Discuss how can managers learn and develop this art in order to become influential in business?
12. What do you understand by public speaking? What are its Do’s and Dont’s?
13. How would you prepare yourself for an oral business presentation? Suggest ways following which one can become an effective listener?
14. How to become an effective listener? Highlighting the chief steps involved for the purpose, also briefly describe its benefits.
15. “An employment interview is a formal meeting during which you and a prospective employer ask questions and exchange information”
16. Elaborate the above statement and explain as to what employers are looking for in an interview.
17. Discuss the benefits of using Power point and visual aids when giving a presentation to a foreign audience.
18. “The question-answer session is an integral part of a presentation”. Do you agree? How much time should be kept for the audience’s questions in a presentation of about 30 minutes?
19. What is the function of the summary placed at the beginning of a CV? Discuss the importance of an OBJECTIVES section in the beginning of a resume? How is this section written?
20. What is the importance of Non-verbal Communication? Explain its various types and their importance. Give examples to illustrate your answer.
21. What are the Do’s and Don’ts of preparing and delivering a business presentation?
22. What points should be kept in mind before, during and after appearing for an interview
23. “Business Etiquette is important to make business successful” Do you agree? Explain.
24. Throw light on the grooming aspects of both men and women in business
25. “Non-Verbal Communication is an integral part of business communication” Explain the different forms of Non-verbal communication
26. Discuss the significance of Introductions and greetings in business.
27. Explain Video Conferencing as a tool of communication.
28. “Gifting in Business is not unethical but professional” In the light of this statement justify the role of Gifts in business
29. Discuss why we have difficulty in listening well. Describe an annoying phone practice that you observed or experienced and explain how it can be improved.

30. Why do you have to limit your scope when planning an oral presentation? How does the delivery method of impromptu speaking differ from the delivery method of speaking from notes?
31. What are the various types of Non-Verbal Communication? Discuss with suitable examples.
32. Explain the difference between oral and written communication. Recall the team presentations that you have seen in your classes. What qualities made some team presentations better than others.
33. "Meetings through Video Conferencing is a new fad". Critically examine this statement
34. "Gifting in business is business etiquette." Do you agree? Discuss.
35. Enumerate the roles that a participant can play during Group Discussion.

## **UNIT - IV**

### **I Test Your Skills**

#### **Multiple Choice Questions**

- 1 Negotiation is an interaction between two parties- which of the following issues are not part of Negotiation:
  - (a) Important to both parties
  - (b) Coercion and threat
  - (c) Resolving conflict between two parties
  - (d) Deciding salary amount having discussion with candidate
- 2 Which of the following issues is negotiable
  - (a) Issues which violate legislative orders
  - (b) Price and terms of the contract
  - (c) Religious issues
  - (d) Issue involving core ethical values of an organization
- 3 Negotiation approval should be based on one of the following principle of:
  - (a) Win-win situation for both parties
  - (b) Loose-win situation
  - (c) Win-loose situation
  - (d) Loose-loose situation
- 4 Which of the following is not True statement in context of negotiation:
  - (a) Never create a loose-loose situation
  - (b) Avoid a win-win situation
  - (c) Avoid a win-loose situation
  - (d) Aim at Win-win situation

5. Companies need to become aware of how to communicate with people from diverse cultures because:
  - (a) More companies are conducting business with people from other countries.
  - (b) The workforce is becoming more diverse.
  - (c) Both 1 and 2.
  - (d) None of the above
  
6. Which one of the following statements is inaccurate?
  - (a) There is one definition of culture on which everyone agrees.
  - (b) Culture is a complex, multidimensional concept.
  - (c) Culture is learned social behaviors that develop over time.
  - (d) All of the above.
  
7. Intercultural communication is:
  - (a) The sharing of meanings between individuals from different cultures.
  - (b) Shared communication between members of the same culture.
  - (c) The process of adjusting to the host culture.
  - (d) Shared communication between members of same family
  
8. The belief that one's culture is superior to others is referred to as:
  - (a) Cultural relativism.
  - (b) Enculturation.
  - (c) Ethnocentrism.
  - (d) Collectivity
  
9. Which of the following is not a dimension of cultural differences as identified by Hofstede (1984)?
  - (a) Certainty avoidance
  - (b) Individualism
  - (c) Power distance
  - (d) None of the above
  
10. Which of the following factors can not make negotiations successful
  - (a) Time available for negotiation
  - (b) Bargaining strength of parties
  - (c) Desire for final outcome
  - (d) Unequal status of parties
  
11. Which of the following does not help in negotiation
  - (a) Poor preparation
  - (b) Thorough preparation
  - (c) Organising the issues
  - (d) Positive attitude of parties

12. Which of the following can not be considered good quality of negotiator :
- (a) Experience and background
  - (b) Good speaker and poor listener
  - (c) Knowledge of subject of negotiation
  - (d) Communication ability
13. Which of the following is not considered as good quality of negotiator:
- (a) Patient listener
  - (b) Empathetic listener
  - (c) Loose temper easily
  - (d) Has ability to analyse
14. Which of the following is not a component of negotiation process:
- (a) Discussion by parties
  - (b) Bargaining
  - (c) Execution of contract
  - (d) Reaching agreement
15. Negotiation is not desirable in which one of the following cases:
- (a) To understand the scope
  - (b) Value of the order is very small
  - (c) To agree on price
  - (d) To finalise payment and other terms of contract
16. Which one of the following is not ingredient of conflict:
- (a) Disagreement
  - (b) Clash of goals, interest and perception
  - (c) Agreement between two parties
  - (d) Incompatible personalities
17. Which cultures tend to value quality of life more than wealth.
- (a) Feminine
  - (b) Masculine
  - (c) Universalism
  - (d) None of the above
18. What is the process by which you learn the rules and norms of a culture different from your own?
- (a) Enculturation
  - (b) Acculturation
  - (c) Cultural Shock
  - (d) Ethnocentrism

19. Culture shock is a psychological reaction to a new culture.
- (a) Enculturation
  - (b) Acculturation
  - (c) Cultural Shock
  - (d) Ethnocentrism
20. Culture refers to
- (a) The specialized lifestyle of a group of people.
  - (b) Race or nationality.
  - (c) Genetic similarities.
  - (d) Gender equality.
21. In interpersonal communication, ethics
- (a) Are important.
  - (b) Are not a consideration.
  - (c) Increase barriers to understanding.
  - (d) Stand in the way of honesty.
22. Which forms of electronic meeting take place over the Internet?
- (a) Videoconferencing and audioconferencing
  - (b) Formal electronic meetings and discussion threads
  - (c) Audio conferencing and teleconferencing
  - (d) Audioconferencing and webconferencing
23. Which one of the following is not the part of five stages of negotiation?
- (a) Gather information that helps you
  - (b) Discussion, Proposals.
  - (c) To negotiate the Issue, Confirmation
  - (d) Exchanging greetings
24. ----- (in negotiation) often leads to one party gaining advantage over the other, if it can negotiate at the expense of the other's needs.
- (a) Compromise
  - (b) Competition
  - (c) Collaboration
  - (d) Accommodation
25. Which one of the following is not the part of different negotiation methods?
- (a) Compromise
  - (b) Collaboration
  - (c) Competition
  - (d) Cognition
26. Which of the following suffix would be included in the internet address of an organisation that runs a large network?

- (a) Gov
  - (b) Com
  - (c) Net
  - (d) Org
27. A software program that makes information published on the internet accessible in one spot is known as:
- (a) An aggregator.
  - (b) A web feed.
  - (c) A syndication.
28. Libel is :
- (a) Malicious defamatory joke
  - (b) Malicious defamatory written accusation
  - (c) Slander
  - (d) Defamatory speech
29. Spoken defamation is known as
- (a) Libel
  - (b) Slander
  - (c) Libel per se
  - (d) Libel per quod
30. A defense against libel is
- (a) The truth
  - (b) Privilege
  - (c) Fair comment and criticism
  - (d) All of the above
31. Teleconferencing is not suitable for:
- (a) Meetings
  - (b) Interviews
  - (c) Problem solving
  - (d) Keeping in touch with country offices
32. One advantage of telephone communication is:
- (a) Good for problem solving
  - (b) Permits use of some non-verbal cues
  - (c) Conveying large amount of information
  - (d) Keeping a permanent record



33. All the following types of information can be posted on the intranet, except:
- (a) Employee benefits
  - (b) Declared holidays
  - (c) Company policies
  - (d) Performance appraisals
34. One advantage of the intranet is:
- (a) Easy to develop and maintain
  - (b) Easy to get started
  - (c) Avoids information overload
  - (d) Will be readily used by all employees
35. One disadvantage of the intranet is:
- (a) Large investment in time and money
  - (b) Encourages grapevine
  - (c) Is inferior to email
  - (d) Not suited for small organizations
36. An intranet differs from an extranet in the following way :
- (a) Intranet is a private website
  - (b) Intranet is meant only for internal stakeholders
  - (c) Intranet is more suitable for large organizations
  - (d) Intranet is expensive to maintain
37. A news release is more credible than advertising because:
- (a) It is carried free by the medium
  - (b) It announces a new development in the company
  - (c) It is accepted by the medium
  - (d) It is more interesting and newsworthy
38. Culture is embedded in our:
- (a) Minds
  - (b) Gestures
  - (c) Expressions
  - (d) Beliefs
39. The aim of cross-cultural communication training is to:
- (a) Improve behavior
  - (b) Create strong cultural ties
  - (c) Develop business etiquette
  - (d) Give social status
40. Social media communication is controlled by:
- (a) A single individual

- (b) No body
- (c) Thousands of internet users across the world
- (d) A targeted audience

41. Mark the most correct completion of this sentence beginning: Cross-cultural communication:

- (a) Should be jargon to be more informal.
- (b) Is difficult because no precise translation may exist.
- (c) Deals only with words and their meanings
- (d) Is consistent because all communicators share a common language background.

42. An individual's behaviour in a foreign society becomes noticeable when it \_\_\_\_\_ in relation to the foreign culture.

- (a) Deviates
- (b) Conforms
- (c) Irritates
- (d) Overlaps

43. Cultural intelligence helps us to know cultural:

- (a) Differences
- (b) Rituals
- (c) Rules of Behaviour
- (d) Similarities

44. People in high-context cultures make business decisions on the basis of:

- (a) Individual needs
- (b) Reason
- (c) Competition
- (d) Interpersonal Relations

45. In monochronic cultures, the priority is

- (a) relationships
- (b) goal achievement
- (c) the job
- (d) multiple tasks

46. The aim of cross-cultural communication training is to:

- (a) improve behavior
- (b) create strong cultural ties
- (c) give social status
- (d) develop business etiquette

47. In international business, the trend to "go local" has led to local people and foreign experts performing as:

- (a) workers and employers

- (b) a team
  - (c) hosts and guests
  - (d) trainee and trainer
48. An e-mail's style is determined by a person's:
- (a) status
  - (b) communicative ability
  - (c) English
  - (d) Culture
49. Which of the following is true about ethnocentrism?
- (a) Ethnocentrism makes you a better cross-cultural communicator.
  - (b) Ethnocentrism is the tendency to prefer the ideas of a culture other than one's own.
  - (c) Ethnocentrism can be avoided by being sensitive to the various dimensions of cultural differences.
  - (d) Ethnocentrism is the belief that every culture has its own significance.
  - (e) Ethnocentrism is the belief that there is a universal system of forms and conventions underlying the use of human language.
50. Which of the following statements is true about cultural differences regarding body positions and movements?
- (a) In North America, looking directly at people during formal presentations is considered a sign of disrespect.
  - (b) In Indonesia, people do not view squatting as a normal body position.
  - (c) In the United States, an up-and-down movement of the head means "yes" and a side-to-side movement of the head means "no."
  - (d) In the United States, most people indicate "1" by holding up the thumb.
  - (e) In China, people generally offer a handshake that is firm and long lasting.

**Ans.** (1)(b), (2)(b), (3)(a), (4)(b), (5)(c), (6)(a), (7)(a), (8)(c), (9)(a), (10)(d), (11)(a), (12)(b), (13)(c), (14)(c), (15)(b), (16)(c), (17)(a), (18)(b), (19)(c), (20)(a), (21)(a), (22)(d), (23)(d), (24)(b), (25)(d), (26)(c), (27)(a), (28)(b), (29)(b), (30)(b), (31)(c), (32)(b), (33)(d), (34)(c), (35)(a), (36)(c), (37)(d), (38)(d), (39)(b), (40)(b), (41)(b), (42)(a), (43)(a), (44)(d), (45)(c), (46)(b), (47)(b), (48)(d), (49)(c), (50)(c)

## II Short Answer Type Questions:

- 1 Define Culture
- 2 What do you understand by Cultural Overlap?
- 3 Explain how the social environment and language variables cause difference in communication styles cross nations?
- 4 Define Ethics with reference to business communication.
- 5 How are ethics a responsibility for an organization?

- 6 How can ethics be communicated through public messages?
- 7 How has teleconferencing impacted business communication?
- 8 Enlist the various email etiquette.
- 9 What do you understand by Defamation?
- 10 What is a privilege? How is absolute privilege different from conditional privilege?
- 11 Explain misrepresentations and frauds in business communication.
- 12 Define a press Release. Enlist various guidelines for writing an effective press release.
- 13 Write a critical note on:
- (a) Differentiate between ‘Advertisement’ and ‘Publicity’
  - (b) Role of Technology in Communication
  - (c) Media Mix
- 14 How can a Business code of conduct help guide communication by its employers or members?
- 15 Discuss the role of technology in communication.
- 16 Write short notes on
- a. Importance of body language and gestures in cross cultural communication.
  - b. Impact of technology on business communication.
- 17 Discuss e-mail as a preferred mode of intercultural communication.
- 18 What is cultural sensitivity? How can cultural sensitivity help in making intercultural communication effective?
- 19 How is space a factor in intercultural communication?
- 20 What factors should be kept in mind when conducting business in unfamiliar cultures?
- 21 Explain in brief ethical and legal issues in Business Communication.
- 22 Write short notes on Defamation and Libel
- 23 What is the significance of Technology in Communication
- 24 Analyse the different stages of the negotiation process.
- 25 What is a win-win situation?
- 26 “In a fundamental sense, every negotiation is for the satisfaction of needs.” Discuss.
- 27 What is the role of psychology in achieving success in negotiations.
- 28 “Never be judgmental about the intentions and behaviors of your opponents in a negotiation”. Why?
- 29 To what extent should our negotiations be planned beforehand? Quote examples.
- 30 What preliminary arrangements have to be made for an effective negotiation to take place?
- 31 Write short notes on:
- a. Dimensions of Cross Cultural Business Communication
- 32 Write short notes on:
- a. Negotiation Process
  - b. Business Communication via Social Network
- 33 State the approaches of Negotiation.
- 34 How are high context employees different from low-context employees?
- 35 Explain how dealing with pressure to compromise ethics add to the problems of employees

### III Long Answer Type Questions:

1. “Communication is affected by Culture’. Comment
2. Differences amongst cultures of the various nations of the world impact the way individuals communicate non-verbally. Do you agree with statement? Explain your answer with the help of examples.
3. Elaborate the various National Cultural Variables that impact the communication processes and styles around the world. Support your answer with the help of relevant examples.
4. Elaborate how various individual cultural variables impact the way people belonging to different countries behave and communicate verbally and non-verbally. Support the answer with special reference to the contrast between the American and the Indian cultures.
5. How has technology impacted business communication?
6. Elaborate the various available communication technologies.
7. According to you, what guidelines must the spokesperson of a company follow while communicating with the outside world?
8. What are the various legal issues of communication?
9. Explain the role and significance of mass media.
10. What are the various forms of mass media? Compare their respective significance and limitations.
11. Compare and contrast the print media and the electronic media of mass communication.
12. “Advertising is a social evil”. Comment
13. Identify the types of technology used primarily in internal and external operational communication to transmit messages. Explain what do you think might account for the difference?
14. How has technology facilitated the world business through its use in communication?
15. Write note on Ethical and Legal Issues in business communication
16. Write a critical note on “Cross Cultural Dimensions of Business Communication
17. What is Corporate Culture and how does it affects communication?
18. Explain Cross Cultural Dimensions of business communication
19. Write notes on legal aspects of business communication
20. What are important elements of mass communication? Suppose that you are appointed as Public Relation officer in an insurance company. Design appropriate media mix for your organisation.
21. Discuss need of ethics in business communication. What are the guidelines that an organisation should follow to fulfill its responsibility towards ethical business communication?
22. What are the various mass communication and promotional strategies adopted by organization? Discuss issues in business communication that lead to legal consequences.
23. What is interpersonal communication? What is the role of ethics in interpersonal communication?
24. What is Mass communication? List and explain different ways of Mass communication.
25. What are Press Releases? Your institute has recently held a seminar on “Swachh Bharat Abhiyan- Its Challenges involved” in which you invited several esteemed dignitaries. What can be the press release for such an event? Make necessary assumptions to write a press release.

26. How press releases are different from Public Relation? Explain with the help of examples.
27. What is Negotiation process? What steps are involved? How can it be managed? Give examples.
28. “Negotiation is a way of behaving that can develop understanding and acceptance for achieving a shared purpose”. Discuss.
29. How has cultural diversity contributed to the increased importance of intercultural communication? Differentiate between high context and low context cultures.
30. Is effective communication and ethical communication the same thing? Is it ethical to Use cartoons to promote a product or target children who are too young to understand that they are being targeted?
31. What are the different types Mass Communication? Explain them briefly by the role performed by each.
32. Explain the Negotiation Process and steps involved in it. How it can be managed, leading to a win-win situation for the parties involved.
33. What are the ethical dimensions of business communication? Discuss with an example.
34. Difference between a high context and low-context culture. How would you prepare a Japanese employee to join an American firm, keeping in mind the cultural differences.
35. How does legal & ethical issues in business affect the business and the persons related to it?

# **QUESTION BANK**

## **LEGAL ASPECTS OF BUSINESS**

**MS 113**

**QUESTION BANK**  
**LEGAL ASPECTS OF BUSINESS**  
**MS 113**

**UNIT - I**

**Test Your Skills:**

**A. Multiple Choice Questions:**

1. A contract is made where:
  - (a) X agrees with Y to discover a treasure by magic.
  - (b) X bids at a public auction
  - (c) A takes a sea
  - (d) A sits in a public Omni bus.
  
2. Right in rem implies:
  - (a) A right available against the whole world.
  - (b) A right available against a particular individual
  - (c) A right available against Government.
  
3. A Void Contract
  - (a) Is void from the very beginning
  - (b) Enforceable at the option of both the parties.
  - (c) Enforceable at the option of one party
  - (d) Not enforceable in the court of law
  
4. In case of void agreements, collateral transactions are
  - (a) Also void
  - (b) Unenforceable
  - (c) Not affected
  - (d) Illegal
  
5. Undue influence can be exercised only between the parties who are:
  - (a) Related to each other
  - (b) Not related to each other
  - (c) Friendly to each other



6. Which of the following persons can perform the contract?
- (a) Promisor alone
  - (b) Legal representative of promisor
  - (c) Agent of the promisor
  - (d) All of them
7. A contract dependent on the happening or non-happening of future uncertain event can be enforced when the event
- (a) Happens
  - (b) Becomes impossible
  - (c) Does not happen
  - (d) Either of these
8. Which of the following is not a legal requirement of a valid consideration?
- (a) It must move at the desire of the promisor
  - (b) It must be lawful
  - (c) It must be real and not illusory
  - (d) It need not be adequate
9. Which of the following persons are not competent to contract?
- (a) Minor
  - (b) Person disqualified by law
  - (c) Person of unsound mind
  - (d) All of the above
10. Where the consent is caused by fraud or misrepresentation, the contract is
- (a) Void
  - (b) Unenforceable
  - (c) Voidable at the option of the aggrieved party
  - (d) Not affected at all
11. Agreement to murder a person
- (a) Cannot be enforceable by law.
  - (b) Is valid in law.
  - (c) Is invalid for want of consideration.
  - (d) Has no consensus ad idem.

12. A invites B for coffee in Coffee day Restaurant and B accepts the invitation. On the appointed date, B goes there but A does not come. In this case
- B has no remedy against A.
  - B has to wait for another invitation from A.
  - B can sue A for not honouring his words.
  - A has to invite B again, to keep the promise.
13. When, at the desire of the promisor, the promisee or any other person has done or abstained from doing or, does or abstain from doing or promises to do or to abstain from doing something, such act or abstinence or promise under section 2(d) is called
- Reciprocal promise
  - Consideration for the promise
  - Counter offer
  - Acceptance.
14. Misrepresentation under section 18 means
- A positive assertion, in a manner not warranted by the information of the person making it, not true but he believes it to be true
  - Any breach of duty, which gains an advantage to the person committing it, by misleading another to his prejudice
  - Causing a party to make an agreement to make a mistake as to the subject matter of contract
  - All the above.
15. Voidable contract is one
- Which is lawful.
  - Which is invalid.
  - Which is valid as long as it is not avoided by the party entitled to do so.
  - Which is unlawful.
16. Where a contract has to be inferred from the conduct of parties, it is called
- Express contract.
  - Implied contract.
  - Tacit contract.
  - Unlawful contract
17. According to enforceability, the contracts may be classified as
- Valid contracts.
  - Void contracts.
  - Voidable contracts.
  - All of the above.

18. A contract in which, under the terms of a contract, nothing remains to be done by either party is known as
- (a) Executed contract.
  - (b) Executory contract.
  - (c) Unilateral contract.
  - (d) None of the above.
19. Offer as defined under section 2(a) is
- (a) Communication from one person to another
  - (b) Suggestion by one person to another
  - (c) Willingness to do or abstain from doing an act in order to obtain the assent of other thereto
  - (d) None of the above.
20. Promises which form the consideration or part thereof, for each other under section 2(F) are called
- (a) Acceptances for different proposals
  - (b) Agreements
  - (c) Reciprocal promises
  - (d) Consideration.
21. Which is correct?
- (a) Proposal + acceptance = promise
  - (b) Promise + consideration = agreement
  - (c) Agreement + enforceability = contract
  - (d) All the above.
22. A contract with or by a minor is a
- (a) Valid contract
  - (b) Void contract
  - (c) Voidable contract
  - (d) Voidable at the option of either party.
23. Parties are not competent to contract if any of them is
- (a) Minor
  - (b) Insane
  - (c) Declared unqualified
  - (d) All the above.
24. Consent is free if not caused by
- (a) Coercion & undue influence
  - (b) Fraud and misrepresentation

- (c) Mistake
  - (d) All the above
25. The term consensus ad-idem means
- (a) General consensus
  - (b) Reaching an agreement
  - (c) Meeting of minds upon the same thing in (the same sense)
  - (d) All the above.
26. The Negotiable Instruments Act, 1881 applies to
- (a) The whole of India
  - (b) The whole of India except the State of Jammu and Kashmir
  - (c) Those states as notified by the Union Government from time to time in the Official Gazette
  - (d) The whole of India except the State of Jammu and Kashmir and the North-Eastern States.
27. The Negotiable Instruments Act, 1881 came into force on
- (a) 9th December, 1881
  - (b) 19th December, 1881
  - (c) 1st March, 1882
  - (d) None of the above.
28. The undertaking contained in a promissory note, to pay a certain sum of money is
- (a) Conditional
  - (b) Unconditional
  - (c) May be conditional or unconditional depending upon the circumstances
  - (d) None of the above.
29. A bill of exchange contains a/an
- (a) Unconditional undertaking
  - (b) Unconditional order
  - (c) Conditional undertaking
  - (d) Conditional order.
30. Cheque is a
- (a) Promissory note
  - (b) Bill of exchange
  - (c) Both (a) and (b) above
  - (d) None of the above.

31. The term 'negotiation' in section 14 of the Negotiable Instruments Act, 1881 refers to
- (a) The transfer of a bill of exchange, promissory note or cheque to any person, so as to constitute the person the holder thereof
  - (b) The payment by a bank on a negotiable instrument after due verification of the instrument
  - (c) The bargaining between the parties to a negotiable instrument
  - (d) All of the above.
32. If an instrument may be construed either as a promissory note or bill of exchange, it is
- (a) A valid instrument
  - (b) An ambiguous instrument
  - (c) A returnable instrument
  - (d) None of the above.
33. If in an instrument the amount undertaken or ordered to be paid is stated differently in figures and in words
- (a) The instrument is void due to uncertainty
  - (b) The amount stated in figure shall be the amount undertaken or ordered to be paid
  - (c) The amount stated in words shall be the amount undertaken or ordered to be paid
  - (d) None of the above.
34. Under section 16 of the Negotiable Instrument Act, 'endorsement in blank' of an instrument means
- (a) Where the endorser does not write anything on the instrument
  - (b) Where the endorser signs his name only on the instrument
  - (c) Where the endorser writes the name of the person who is directed to pay
  - (d) None of the above.
35. 'At sight' under section 21 of the Negotiable Instrument Act, 1881, means
- (a) On acceptance
  - (b) On demand
  - (c) On coming into vision
  - (d) None of the above.
36. A promissory note or bill of exchange which is not expressed to be payable on demand, at sight or on presentment is at maturity
- (a) On the 30th day after the day on which it is expressed to be payable
  - (b) On the 3rd day after the day on which it is expressed to be payable
  - (c) On the 5th day after the day on which it is expressed to be payable
  - (d) On the 4th day after the day on which it is expressed to be payable.

37. In a promissory note, the amount of money payable
- (a) Must be certain
  - (b) May be certain or uncertain
  - (c) Is usually uncertain
  - (d) None of the above.
38. A bill is drawn payable to 'A' or order. 'A' indorses it to 'B', the endorsement not containing the words "or order" or any equivalent words. Can 'B' negotiate the instrument?
- (a) Yes
  - (b) No
  - (c) Not always
  - (d) None of the above.
39. Can the holder of a negotiable instrument endorsed in blank convert the endorsement into an endorsement in full?
- (a) No, such a conversion is not possible under the Negotiable Instruments Act, 1881 (Section 49)
  - (b) Yes, the holder can, without signing his own name, and by writing above the endorser's signature a direction to pay to any other person as endorsee, convert **the endorsement in blank into an endorsement in full (Section 49)**
  - (c) Yes, the holder can by signing his own name and by writing above the endorser's signature a direction to pay to any other person as endorsee, convert the endorsement in blank to an endorsement in full (Section 49)
  - (d) None of the above.
40. In determining reasonable time for the purpose of payment of a negotiable instrument
- (a) Public holidays are included
  - (b) Public holidays are excluded
  - (c) Only the holidays observed by the banks are excluded
  - (d) None of the above.
41. To whom of the following, payment of the amount due on a promissory note, bill of exchange or cheque must be made in order to discharge the maker or acceptor
- (a) Holder of the instrument
  - (b) Endorser of the instrument
  - (c) Endorsee of the instrument
  - (d) None of the above.

42. When a cheque bears across its face an addition of the name of a banker, either with or without the words not negotiable, the cheque is considered to have been crossed
- (a) Specially
  - (b) Generally
  - (c) Normally
  - (d) Either a or b or c
43. When an endorser willing to transfer to an endorsee only a part of the amount of the instrument, then it is which type of endorsement?
- (a) Restrictive endorsement
  - (b) Conditional endorsement
  - (c) Special endorsement
  - (d) Partial endorsement
44. If a cheque is refused by the State Bank of India (SBI) due to inadequacy of funds for the cheque to clear, then it is said to be
- (a) Bounced cheque
  - (b) Cancelled cheque
  - (c) Either a or b
  - (d) Both a and b
45. If the words "not negotiable" are used with special crossing in a cheque, the cheque is
- (a) Not transferable
  - (b) Transferable
  - (c) Negotiable under certain circumstances
  - (d) None of the above
46. Crossing of a cheque effects the
- (a) Negotiability of the cheque
  - (b) Mode of payment on the cheque
  - (c) Both (a) and (b)
  - (d) None of the above
47. Who among the following **can** cross a cheque?
- (a) Drawer**
  - (b) Holder
  - (c) Banker
  - (d) Foreigner.

48. For the purpose of attracting the provisions of section 138 of the Negotiable Instruments Act, 1881, a cheque has to be presented to the bank
- (a) Within a period of six months
  - (b) Within a period of six months from the date on which it is drawn or within the period of its validity, whichever is earlier
  - (c) Within a period of 15 days from the date on which it is drawn
  - (d) None of the above.
49. A protest is made by
- (a) The drawer
  - (b) The endorser
  - (c) A notary
  - (d) None of the above.
50. The indorser is excluded from his liability for dishonour of instrument towards his subsequent holder in case of
- (a) Sans Recourse Endorsement
  - (b) Facultative Endorsement
  - (c) Sans Frais Endorsement
  - (d) None of the above.
51. Identical offers made by two parties to each other, in ignorance of each other's offer are known as
- (a) Counter Offer
  - (b) Cross-Offer
  - (c) Standing Offer
  - (d) None of the above
52. An offer comes to an end
- (a) By lapse of stipulated or reasonable time
  - (b) By death or insanity of the offeror or the offeree before acceptance
  - (c) By revocation by the offeror or rejection by the offeree
  - (d) In all the above cases
53. To make an effective acceptance, which of the following requirements must be fulfilled?
- (a) Acceptance must be absolute and unqualified
  - (b) Acceptance must be communicated to the offeror
  - (c) Acceptance must be in the prescribed manner
  - (d) In all the above cases



54. A minor was facing a criminal prosecution for smuggling drugs. He borrowed Rs. 5000 to hire an advocate to defend him in the court of law. What is the remedy available to the creditor if the minor does not return the money on his own?
- (a) The creditor cannot recover the amount from the minor since a contract with a minor is void ab initio
  - (b) The amount of loan can be recovered from minor's property since it is a loan for necessities
  - (c) The creditor can recover his amount of loan from the minor on his (minor's) attaining the age of majority
  - (d) The creditor can recover his amount from the parent or guardian of the minor
55. Undue influence can be presumed between
- (a) Guardian and Ward
  - (b) Mother and Daughter
  - (c) Doctor and Patient
  - (d) All of the above
56. Wagering Agreement is a \_\_\_\_\_ agreement
- (a) Valid
  - (b) Voidable
  - (c) Void
  - (d) Illegal
57. Acceptor for honour can be a party to
- (a) A cheque
  - (b) A bill of exchange
  - (c) A promissory note
  - (d) A hundi
58. Both noting and protest are compulsory in case of
- (a) Foreign Bills
  - (b) Inland Bills
  - (c) Foreign as well as Inland Bills
  - (d) None of them
59. Notice of dishonour must be given
- (a) To the drawer and drawee only
  - (b) To the drawer, acceptor and endorser(s) only
  - (c) To all the parties liable on the instrument or to their duly authorized agent

- (d) To all the parties who are secondarily liable on the instrument or to their duly authorized agent

60. Presentation is required for
- (a) Acceptance
  - (b) Sight
  - (c) Payment
  - (d) Any of the above three purposes

**Ans.** (1)(d), (2)(a), (3)(d), (4)(c), (5)(a), (6)(d), (7)(a), (8)(d), (9)(d), (10)(c), (11)(a), (12)(a), (13)(b), (14)(a), (15)(c), (16)(b), (17)(d), (18)(a), (19)(c), (20)(c), (21)(d), (22)(b), (23)(d), (24)(d), (25)(c), (26)(b), (27)(c), (28)(b), (29)(b), (30)(d), (31) (a), (32) (b), (33) (a), (34) (b), (35) (b), (36) (b), (37) (a), (38) (a), (39) (b), (40) (b), (41) (a), (42) (a), (43) (d), (44) (a), (45) (b), (46) (c), (47) (a), (48) (b), (49) (c), (50) (a), (51) (b), (52) (d), (53) (d), (54) (b), (55) (b), (56) (d), (57) (b), (58) (a), (59) (d), (60) (d).

## **II Short Answer Type Questions:**

1. Define Agreement.
2. Define Contract.
3. When is the contract said to be performed?
4. What are the modes of discharge of a contract?
5. What is illegal agreement?
6. Enumerate the essential characteristics of negotiable instruments.
7. Define holder, enumerate the privileges of a holder in due course.
8. Illustrate the meaning of full endorsement.
9. "Tender is an attempted performance", comment.
10. What is an Ambiguous instrument?
11. Differentiate between Negotiation and Assignment.
12. Write a short note on kinds of negotiation.
13. What is a negotiable instrument?
14. What do you mean by maturity of a negotiable instrument?
15. How is Trade Bill different from Accommodation Bill?
16. Difference between Void Contracts and Void Agreements.
17. Define Promissory notes. What are essentials? What is difference from B/E?
18. State the rules of a valid offer and a valid acceptance.
19. Explain the essentials of a valid contract.
20. What do you understand by Consideration? Is it necessary in all the cases?

21. Explain the concept of Quantum Meruit
22. Difference between contract of Indemnity and Guarantee
23. 'Every person is competent to contract' Comment
24. "A minor can be appointed as an agent". Do you agree?
25. Distinguish between Void and Voidable Contracts.
26. What are Reciprocal Promises?
27. Define Bailment. What are the requisites for the contract of bailment?
28. Discuss the contract of agency under the contract law.
29. Write a short note on Time and Place for Presentment of Negotiable Instrument
30. Write a note on Noting and protesting in case of Dishonour of Negotiable Instrument
31. Explain 'presentment for sight'.
32. 'Material alteration renders the instrument void'. Elaborate
33. Write short notes on the following (a) Quantum meruit and (b) Specific Performance
34. Distinguish between agency by estoppel and agency by holding out.
35. What are the essential features of contingent contracts?

### **Long Answer Type Questions:**

- 1 Define contract and essentials of a valid contract.
- 2 What is a negotiable instrument? State its essential characteristics.
- 3 What do you understand by 'Negotiable Instrument'? What are the special presumptions as to negotiable instrument?
- 4 What are the rules relating to appropriation of payments made by a debtor who owes a number of distinct debts to his creditor?
- 5 What is meant by performance of a contract? By whom the contract can be performed?
- 6 "All contracts are agreements but all agreements are not contracts". Explain with suitable examples.
- 7 Distinguish between ordinary and special damages as provided under Indian Contract Act, 1872.
- 8 Explain various types of endorsements under Negotiable Instruments Act, 1881.
- 9 Explain what is meant by negotiation. How is it affected?
- 10 What do you mean discharge of contract? What are the different modes of discharge of contract?
- 11 What do you mean by Breach of Contract? Explain the remedies available to an aggrieved party in case of breach of contract
- 12 Explain the meaning of Crossing of cheque. Discuss its types in detail
- 13 Define "Holder in due course" and privileges available to him.
- 14 What is promissory note? What are its essential elements? Give a specimen of a promissory note.

15. Define the term 'cheque'. Discuss the circumstances when the banker must refuse the payment of cheques.
16. What is meant by maturity of a Bill of Exchange or Promissory Note? Calculate the date of maturity of the following bills of exchange explaining the relevant rules relating to determination of the date of maturity as provided in the Negotiable Instruments Act, 1881:
  - (i) A Bill of Exchange dated 31st August, 2007 is made payable three months after date.
  - (ii) A Bill of Exchange drawn on 15th October, 2007 is payable twenty days after sight and the bill is presented for acceptance on 31st October, 2007.
17. Comment on the following statements:
18. An offer must be communicated to the acceptor.
19. All Agreements are not Contracts but all Contracts are Agreements.
20. How can the contracts be classified? Explain in detail
21. When can it be said that the consent is not free? Explain.
22. Discuss the elements of consideration. What are the legal rules regarding this concept?
23. Explain the law regarding contracts made by minor.
24. Discuss the special contracts under Indian Contract Act 1872
25. What are the liabilities of banker as a collecting and paying banker?
26. Explain:
  - (a) Open Cheque
  - (b) Order Cheque
  - (c) General Crossing of Cheque
  - (d) Special Crossing of Cheque
27. Pursuing Alternate Dispute Resolution (ADR) option is more effective than going for civil litigation in ordinary courts. Elucidate
28. On the insistence of popular Godman his faithful devotee agrees to purchase property from the Godman for a quoted price and enters into an agreement to sell. Later, having come to know that the quoted price is higher than market price, withdraws. Advise the devotee on the legal defense available who is sued for breach of agreement.
29. Distinguish between Void Agreements and Void Contracts with suitable illustrations
30. **Answer the following questions:**
  - (a) Mr. Kumar offers to sell his car to Mr. Singh for Rs. 2,00,000/- Mr. Singh accepts the offer with a condition that he will pay the price in two monthly installments. Is there an enforceable contract? Explain the legal provisions to justify your answer.
  - (b) Mr. Ramesh approaches a Courier service provider and after ascertaining from service provider that the maximum time for delivery the destination is 3 days, avail the service to send his admission application. However, due to some mistake of the delivery person the delivery took 5 days. The application has been returned with an advice that the application is received by the college one day after the last date specified. Can Mr.

Ramesh claim damages for the admission opportunity lost which he could have definitely got but for delay in delivery of application? Enumerate the legal principles.

## UNIT II

### Test Your Skills:

#### Multiple Choice Questions:

1. The term company is defined under which sec of the Act?
  - (a) Sec 3(1)
  - (b) Sec 4(2)
  - (c) Sec 2(4)
  - (d) Sec 1(3)
  
2. Property of the company belongs to:
  - (a) Company
  - (b) Shareholders
  - (c) Members
  - (d) Promoters
  
3. Which company shares can be freely transferable
  - (a) Private company
  - (b) Public company
  - (c) Both a & b
  - (d) None of the above
  
4. Maximum number of members in case of public company is:
  - (a) 50
  - (b) 100
  - (c) 150
  - (d) 200
  
5. XYZ company conducted an AGM on 1<sup>st</sup> September 2007. On that day due to fire accident in the hall. All shareholders died. Will the company be in existence?
  - (a) Yes
  - (b) No
  
6. The liability of members if company is limited by guarantee.
  - (a) Unpaid value of shares

- (b) Guarantee amount
  - (c) Unlimited liability
  - (d) None of the above
- 7 The liability of members if company is limited by shares
- (a) Unpaid value of shares
  - (b) Guarantee amount
  - (c) Unlimited liability
  - (d) None of the above
- 8 The companies which are formed under special charter granted by the king or queen of England are called
- (a) Statutory companies
  - (b) Registered companies
  - (c) Chartered companies
  - (d) None of these
- 9 The companies which are formed under special Act. Those companies are called as
- (a) Chartered companies
  - (b) Statutory companies
  - (c) Registered companies
  - (d) None of these
- 10 The companies which are formed under Companies Act.2013. They will be called as
- (a) Chartered companies
  - (b) Statutory companies
  - (c) Registered companies
  - (d) None of these
- 11 XYZ Co, is having 15% share capital held by X Company and 50% held by Central Government and 10% held by State Government and 25% held by other people then that company will be
- (a) Government Company
  - (b) Private Company
  - (c) Public Company
  - (d) None of these
- 12 XYZ Company is a Government Company and X Co. is a subsidiary of XYZ Co. Then X Co. will be
- (a) Public Company
  - (b) Private Company

- (c) Government Company
  - (d) None of these
- 13 In the process of conversion of a private company into a public company which prospectus must be issued?
- (a) Deemed prospectus
  - (b) Shelf prospectus
  - (c) Statement in lieu of prospectus
  - (d) None of the above
- 14 Company should file a prospectus in case of conversion of private company into a public company within \_\_\_\_\_ from the date of resolution
- (a) 30 days
  - (b) 45 days
  - (c) 60 days
  - (d) none of these
- 15 \_\_\_\_\_ is the conclusive evidence in case of company that statutory requirements have complied with
- (a) Certificate of Incorporation
  - (b) Certificate of commencement of Business
  - (c) Both
  - (d) None of the above
- 16 The doctrine of \_\_\_\_\_ does not apply to acts void ab initio.
- (a) Ultra virus
  - (b) Intra virus
  - (c) Constructive notice
  - (d) Indoor management
- 17 A company can change its name at its own discretion by passing \_\_\_\_\_
- (a) Ordinary resolution
  - (b) Special resolution
  - (c) Boards resolution
  - (d) None of the above
- 18 Any change in the address of the registered office must be communicated to the registrar within:
- (a) 15 days
  - (b) 30 days
  - (c) 1 Month
  - (d) 12 months

- 19 In the MOA there are 6 clauses. All clauses can be altered except \_\_\_\_\_
- (a) Objects clause
  - (b) Name clause
  - (c) Association clause
  - (d) None of these
- 20 Ultra vires means
- (a) Beyond the power
  - (b) Within the power
  - (c) Both
  - (d) None of the above
- 21 Contracts made before incorporation of the company but after promotion are called \_\_\_\_\_
- (a) Provisional contracts
  - (b) Pre incorporation contracts
  - (c) Preliminary contracts
  - (d) Both (b) & (c)
- 22 Pre incorporation contract is also known as \_\_\_\_\_
- (a) Provisional
  - (b) Preliminary
  - (c) Illegal
  - (d) Legal
- 23 \_\_\_\_\_ are the prospectus issued instead of full prospectus
- (a) Abridged
  - (b) Statement in lieu
  - (c) Shelf
  - (d) Red herring
- 24 Which one of the following has a right to claim compensation for any loss due to mis-statement in prospectus
- (a) Purchasing shares in Primary Market
  - (b) Secondary Market
  - (c) Subscribers to memo.
  - (d) All the above
- 25 \_\_\_\_\_ prospectus were issued in case securities were issued in stages
- (a) Deemed
  - (b) Shelf
  - (c) Red herring
  - (d) None of the above



- 26 Notice of statutory meeting should be given with a period not less than
- (a) 21 clear days
  - (b) 14 clear days
  - (c) 7 clear days
  - (d) None of these
- 27 Quorum should be present at the
- (a) Commencement of meeting
  - (b) Middle of the meeting
  - (c) End of the meeting
  - (d) Any time during meeting.
- 28 Minutes should be recorded within \_\_\_\_\_ days from the date of conclusion of every meeting
- (a) 10
  - (b) 20
  - (c) 30
  - (d) 40
- 29 Directors are \_\_\_\_\_ of the company
- (a) Employees
  - (b) Employers
  - (c) Both a) & b)
  - (d) None of the above
- 30 Total managerial remuneration cannot exceed \_\_\_\_% of net profit
- (a) 11
  - (b) 12
  - (c) 13
  - (d) 14
- 31 When a private company is converted into public company. In which form it should be
- (a) Schedule III
  - (b) Schedule IV
  - (c) Schedule VI
  - (d) None of these
- 32 Voting right can't be exercised in case of
- (a) Calls in advance
  - (b) Calls in arrears
  - (c) Both (a) & (b)
  - (d) None of the above

- 33 Notice of Adjourn meeting is not required if a meeting is
- (a) Adjourn for want of quorum
  - (b) Adjourn sine die
  - (c) Adjourn for more than 30 days
  - (d) None
- 34 The companies which are formed under special Act. Those companies are called as
- (a) Chartered companies
  - (b) Statutory companies
  - (c) Registered companies
  - (d) None of these
- 35 Which of the following is included in 'corporation'?
- (a) A company incorporated outside India'
  - (b) A corporate sole
  - (c) A cooperative society
  - (d) A registered partnership firms
- 36 A company is
- (a) A voluntary association for profit
  - (b) A compulsory association for profit
  - (c) A statutory association for profit
  - (d) None of these
- 37 A public company can be converted into a private company only after the approval of the
- (a) High court
  - (b) State Government
  - (c) National Company Law Tribunal
  - (d) Company Law Board
- 38 Memorandum of association contains:
- (a) The exact address of the registered office
  - (b) The name of the state in which the company will have its registered office
  - (c) The name of the country in which the company will have its registered office
- 39 Writing off lost capital is one of the ways in which the share capital can be:
- (a) Altered
  - (b) Reduced
  - (c) Converted into reserve capital
- 40 The association clause of a public company must be signed by:
- (a) 10 persons
  - (b) 12 persons
  - (c) 7 persons

**Ans.** (1)(a), (2)(b), (3)(b), (4)(d), (5)(a), (6)(b), (7)(a), (8)(c), (9)(b), (10)(c) ,(11)(a), (12)(c),(13)(a),(14)(d), (15)(a), (16)(b), (17)(c), (18)(a), (19)(c), (20)(a), (21)(b), (22)(b), (23)(a), (24)(a), (25)(b), (26)(a), (27)(d), (28)(c), (29)(a),(30)(a), (31) (b), (32) (b), (33) (a), (34) (b), (35) (a), (36) (a), (37) (c), (38) (b), (39) (b), (40) (c)

## **II Short Answer Type Questions**

1. What is meant by 'company limited by shares'?
2. What is meant by 'company limited by Guarantee'?
3. Define Multinational Company
4. What is an 'illegal association? What are its consequences?
5. What is meant by 'promotion of a company'?
6. What is meant by 'doctrine of ultra vires'?
7. What is an 'Article of association'?
8. Is it necessary for every company to have its own articles?
9. "Tender is an attempted performance", comment.
10. Who is a promoter? Explain his duties & liabilities.
11. Discuss briefly various stages involved in formation of a company.
12. Define prospectus and state its contents.
13. Explain the legal requirements as to issue of a prospectus.
14. "A certificate of incorporation is conclusive evidence that all the requirements of the companies act regarding registration of a company have been complied with". Explain.
15. What is the difference between MOA and AOA of a company?
16. What is a holding company?
17. Difference between Void Contracts and Void Agreements.
18. What is Doctrine of Indoor Management?
19. Prospectus is the face of the company. Do you agree?
20. Explain the rules related to the remuneration of directors in a company.
21. What are the requisites of a Valid Meeting?
22. How are directors appointed?
23. Explain the object clause of Memorandum of Association.
24. Write a note on "Association not for Profit".
25. What is a Government Company? Explain its special features.
26. How are the auditors of a company appointed?
27. Write short note on 'statutory meeting'.
28. Whether a private Company having paid-up share capital 45 Lakhs and turnover of Rs. 20 Crores as per last audited balance sheet will be treated as small company or not?
29. Whether every company is required to alter its Articles of Association as per the new format under the Companies Act, 2013?

30. Briefly explain independent directors?

**Long Answer Type Questions:**

1. Define contract and essentials of a valid contract.
2. Enumerate the privileges available to a private company.
3. Explain the importance of registered office clause and Objects Clause of MOA.
4. Distinguish between Article of association and Memorandum of association.
5. ‘The doctrine of *ultravires* is an illusory protection to the shareholders and pitfall to outsiders’. Comment.
6. Discuss the meaning, importance, and contents of Memorandum of Association.
7. Explain the formalities involved in obtaining the Certificate of Incorporation. What are the consequences of such a certificate?
8. “Is it compulsory for every company to register Articles of Association?” Comment & discuss the restrictions on the alteration of Articles of Association.
9. Identify various types of companies, which is the most crucial and why?
10. Distinguish between a private company and a public company. What are the privileges’ enjoyed by a private company?
11. Explain in detail the process of company’s formation.
12. Explain how Memorandum of association of a company can be altered.
13. “Any contract made by a company before incorporation is provisional only.” Explain
14. Explain in detail the Types of meetings conducted by the companies. How are the MOM recorded?
15. Explain the rules under Companies Act 2013 relating to CSR initiatives to be taken by the companies.
16. Explain the consequences of omissions and mis-statements in a company’s prospectus.
17. How are abridged and shelf prospectus different from Prospectus?
18. “Directors are trustees of the company”. Comment.
19. Distinguish between:
  - a. Managing Director and Whole-time director
  - b. Manager and Managing Director
20. Discuss the latest law relating to One Man Company
21. Discuss the provisions related to CSR under Companies Act 2013
22. “One person alone cannot hold a meeting” Explain
23. What are Preliminary Contracts? What are the obligations of the parties involved in these contracts?
24. Discuss the provisions relating to appointment and reappointment of managing directors.

25. “Directors are trustees of company”. Comment and explain the statutory duties of the Director.
26. Write short notes on the following:
  - (a) Remuneration of Promoters,
  - (b) Provisional Contracts,
  - (c) Pre-incorporation Contracts
  - (d) Certificate of Incorporation
27. Explain the provisions of Companies Act, 2013 with respect to different types of directors of a company and the manner of appointment of each type of directors. Also, briefly discuss their responsibilities and liabilities.
28. Explain the significance of Memorandum of Association of a company.
29. Write a brief note on the mandatory provisions with respect to Corporate Social Responsibility of companies as provided in the companies Act 2013.
30. Briefly discuss the provisions related to formation of one-person company under Companies Act, 2013.

### **UNIT III**

#### **Test Your Skills:**

#### **I Multiple Choice Questions:**

1. Which of the following is not a function of SEBI:
  - (a) Development of the Securities market
  - (b) Investor Protection
  - (c) Making the Rules and Regulation for the securities market
  - (d) Framing policies for central government operations
2. SEBI operates to fulfill the needs of these three groups, choose the one which is not in those three:
  - (a) the issuers of securities
  - (b) the police
  - (c) the investors
  - (d) the market intermediaries
3. SEBI has not been vested with the following powers:
  - (a) to approve by-laws of stock exchanges.
  - (b) to require the stock exchange to amend their by-laws.

- (c) inspect the books of accounts and call for periodical returns from recognized stock exchanges.
  - (d) inspect the books of accounts of financial intermediaries.
4. SEBI signs MoUs with different country's financial jurisdictions who are not a signatory to the multilateral MoU of International Organization of Securities Commissions (IOSCO).
- (a) True
  - (b) False
5. Which of the following is the disadvantage of SEBI
- (a) Ease of Trading
  - (b) Tax saving
  - (c) Money Laundering
  - (d) All of them
6. To curb insider trading, SEBI has stipulated that, those investors who have more than 5% stake in any company, has to inform the company within .....days, if their stake is altered by more than 2%.
- (a) 10
  - (b) 8
  - (c) 5
  - (d) 4
7. The Securities and Exchange Board of India was not entrusted with the function of
- (a) Investor protection
  - (b) Ensuring fair practices by companies
  - (c) Promotion of efficient services by brokers
  - (d) Improving the earning of equity holders
8. SEBI is a
- (a) Statutory body
  - (b) Advisory body
  - (c) Constitutional body
  - (d) Non-statutory body
9. SEBI stands for
- (a) Science and Engineering Board of India
  - (b) Securities and Exchange Board of India
  - (c) Social Equity Bureau of India
  - (d) Science and Educational Board of India

10. Capital Market Regulator in India is SEBI
- (a) True
  - (b) False
11. Mutual Funds are market intermediaries
- (a) True
  - (b) False
12. The difference between a primary market and a secondary market is
- (a) primary market is the stock market and secondary market is the market for second hand sale of securities
  - (b) a primary market helps in long-term credit and secondary market offers short-term credit
  - (c) a primary market helps in the issue of new securities those which are offered for the first time and the secondary market is for second hand sale of securities listed on the stock exchange
  - (d) a primary market is the unorganized sector and the secondary market is the organized sector for sale and purchase of securities.
13. The function of a financial system is to
- (a) establish a link between savers and investors
  - (b) link commercial banks with the Central Bank of a country
  - (c) create regulators for influencing the intermediaries
  - (d) help traders and moneylenders in the capital market
14. As a part of the capital adequacy requirement, the base minimum capital prescribed by SEBI:
- (a) varies from exchange to exchange.
  - (b) is based on the recommendations of the Kaul committee.
  - (c) is based on the recommendations of the Justice Bhagwati Committee.
  - (d) is the same across members of all exchanges.
15. Primary and secondary markets:
- (a) Compete with each other
  - (b) Complement each other
  - (c) Function independently
  - (d) Control each other

16. The total number of Stock Exchanges in India is:
- (a) 20
  - (b) 21
  - (c) 22
  - (d) 23
17. The settlement cycle in NSE is:
- (a) T + 5
  - (b) T + 3
  - (c) T + 2
  - (d) T+1
18. The National Stock Exchange of India was recognized as stock exchange in the year:
- (a) 1992
  - (b) 1993
  - (c) 1994
  - (d) 1995
19. NSE commenced futures trading in the year:
- (a) 1999
  - (b) 2000
  - (c) 2001
  - (d) 2002
20. Clearing and settlement operations of NSE are carried out by:
- (a) NSDL
  - (b) NSCCL
  - (c) SBI
  - (d) CDSL
21. OTCEI was started on the lines of:
- (a) NASDAQ
  - (b) NYSE
  - (c) NASAQ
  - (d) NSE
22. To be listed on OTCEI, the minimum capital requirement for a company is:
- (a) Rs. 5 crores
  - (b) Rs. 3 crores
  - (c) Rs. 6 crores



- (d) Rs. 1 crore
23. A Treasury Bill is basically:
- (a) An instrument to borrow short-term funds
  - (b) An instrument to borrow long-term funds
  - (c) An instrument of capital market
  - (d) None of the above
24. Financial markets are used for trading:
- (a) Both real assets and financial assets.
  - (b) The goods and services produced by a firm.
  - (c) Securities, such as shares.
  - (d) The raw materials used in manufacturing.
25. The term "capital structure" refers to:
- (a) The choice between equity and debt financing
  - (b) The length of time needed to repay debt.
  - (c) Whether the firm invests in capital budgeting projects.
  - (d) Which specific assets the firm should invest in.
26. The primary distinction between securities sold in the primary and secondary markets is:
- (a) Riskiness of the securities.
  - (b) Price of the securities.
  - (c) Previous issuance of the securities.
  - (d) Profitability of the issuing corporation.
27. The money market is a(an) \_\_\_\_\_ market, while the capital market is a(an) \_\_\_\_\_ market.
- (a) Investment; liquidity
  - (b) Short-term; long-term
  - (c) Liquidity; financial institution
  - (d) Long-term; short-term
28. Owners of mutual funds own \_\_\_\_\_ and are called \_\_\_\_\_?
- (a) Deposits; depositors
  - (b) Bonds; bondholders
  - (c) Shares; shareholders
  - (d) IOU's of mutual funds; creditors

29. The first time a security is sold it is in the \_\_\_\_\_ market; subsequent trading of the security is in the \_\_\_\_\_ market.
- (a) Money; capital
  - (b) Capital; money
  - (c) Banking; secondary
  - (d) Primary; secondary
30. Common stock of corporations may be listed on stock exchanges or traded:
- (a) Over-the-counter.
  - (b) By brokers who own an inventory of shares from which they buy/sell.
  - (c) Between directors of the corporation.
  - (d) Between insiders of companies.
31. A contract for the sale of “future goods” is
- (a) Sale
  - (b) Agreement to sell
  - (c) Void
  - (d) Hire purchase contract
32. The unpaid seller has right of stoppage of goods in transit only where the buyer
- (a) Become insolvent
  - (b) Refuses to pay price
  - (c) Acts fraudulently
  - (d) All of these
33. Section 4 of Competition Act deals with which of the following;-
- (a) Prohibition of anti-competitive agreements
  - (b) Prohibition of abuse of dominant position
  - (c) Regulation of combination
  - (d) Appreciable adverse effect on competition
34. Which one of the following is not an implied warranty
- (a) Warranty as to undisturbed possession.
  - (b) Warranty as to existence of encumbrance
  - (c) Disclosure of dangerous nature of goods.
  - (d) Warranty as to quality or fitness by usage of trade.
35. The essence of right of lien is to
- (a) Deliver the goods
  - (b) Retain the possession

- (c) Regain the possession  
(d) None of the above
36. If a seller handed over the keys of a warehouse containing the goods to the buyer results in
- (a) Constructive delivery  
(b) Actual delivery  
(c) Symbolic delivery  
(d) None of the above
37. The term of the office of chairperson and other members is
- (a) 4 years  
(b) 5 years  
(c) 6 years  
(d) 7 years
38. A agrees to deliver his old car valued at Rs. 80,000 to B, a car dealer, in exchange for a new car, and agrees to pay the difference in cash, it is
- (a) Contract of sale  
(b) Agreement to sell  
(c) Exchange  
(d) Barter
39. \_\_\_\_\_ makes the appointment of the chairperson and other members in Competition Commission of India.
- (a) Governor of RBI  
(b) Central government  
(c) SEBI  
(d) None of the above
40. The chairperson and other members in Competition Commission of India should be having a minimum experience of \_\_\_\_\_ years in the relevant field.
- (a) 10  
(b) 15  
(c) 20  
(d) 25

**Ans:** (1)(b), (2)(b), (3)(b), (4)(b), (5)(a), (6)(d), (7)(d), (8)(a), (9)(b), (10)(a), (11)(a), (12)(c), (13)(a), (14)(a), (15)(b), (16)(d), (17)(c), (18)(b), (19)(b), (20)(b), (21)(a), (22)(b),

(23)(a), (24)(c), (25)(a), (26)(c), (27)(b), (28)(c), (29)(d), (30)(a), (31)(b), (32)(a), (33)(b), (34)(b), (35)(b), (36)(c), (37)(b), (38)(a), (39)(a), (40)(b).

## **II Short Answer Type Questions:**

- 1 What is a financial system?
- 2 Distinguish between Capital market and Money market.
- 3 Differentiate between Primary market and Secondary Market.
- 4 What do you mean by credit rating?
- 5 Define the term Central Bank.
- 6 What is meant by Bankers' Bank?
- 7 What is a stock exchange?
- 8 How does a stock exchange serve as an economic barometer?
- 9 What do you understand by credit control?
- 10 State the objectives of SEBI.
- 11 Why is regulation and control of stock exchanges necessary?
- 12 Explain the objectives and advantages of NSE.
- 13 What are the different kinds of issues?
- 14 What is SEBI role in an issue?
- 15 What is credit easing?
- 16 Define clearing houses.
- 17 Distinguish between NSE and OTCEI
- 18 Describe the common features of NSE and OTCEI
- 19 State the advantages of listing of securities on a stock exchange
- 20 Distinguish between speculation, investment and gambling
- 21 Comment on the working of SEBI
- 22 Explain the credit control factor used by SEBI?
- 23 Explain role of SEBI in investor protection and education.
- 24 What is Budla?
- 25 Explain Depository services in India.
- 26 Explain the process involved in dematerialisation.
- 27 Explain the SEBI guidelines for Pre -Issue formalities.
- 28 Highlight the features of venture capital.
- 29 Explain the role of an Asset Management Company in a mutual fund.
- 30 Explain the powers of SEBI as a regulatory authority.

### III Long Answer Type Questions:

- 1 Discuss the role of SEBI in regulating the working of stock exchange in our country.
- 2 What are the selective methods of credit control that a central bank can employ to reduce money supply?
- 3 Discuss the quantitative methods of credit control used by the RBI.
- 4 Explain the role of RBI in the economic development of the country.
- 5 Assess critically the role of financial institutions in the Indian economy.
- 6 What is meant by listing of securities? Explain its advantages.
- 7 Discuss the impact of financial recession of 2008 on the Indian economy.
- 8 What do you understand by Sub Prime Crisis? Explain how it has impacted the Indian economy.
- 9 How outsourcing has made the operations of Indian system dependent on the economy of the other countries.
- 10 Explain the role of SEBI in the Indian economy. State any four protective functions of the SEBI.
- 11 What are the provisions of RBI Act,1934, modifying the Negotiable Instrument Act,1881?
- 12 Discuss the functions and role of SEBI
- 13 Explain the composition, powers and functions of Securities Exchange Board of India (SEBI). Discuss the salient features of SEBI Act, 1992.
- 14 Enumerate the SEBI guidelines for Venture Capital in India.
- 15 Elaborate the operations of clearing system of stock exchanges in India as per the recent SEBI guidelines.
- 16 Give an account of the performance and progress of the securities market in India in recent years and the factors which contributed to the developments.
- 17 Why SEBI was established? What steps have been taken by SEBI towards investors' protection?
- 18 Give a list of the players and participants in financial markets.
- 19 Enumerate the various functions of Stock exchanges as per SEBI guidelines.
- 20 How does the traditional structure of stock exchanges in India differ from modern structure?
- 21 Explain the role of SEBI in regulating Financial Markets in India?
- 22 Describe the process of demutualization of stock exchanges?
- 23 Enumerate the SEBI guidelines for mutual funds in India.
- 24 Distinguish between New Issue Market and Stock Market. Is their role complementary or competitive?
- 25 What are the components of a financial system? Discuss the different financial markets in a country.
- 26 Discuss the provisions of SEBI (Depositories and Participant) Regulation Act 1996.

- 27 Critically examine the role of Securities Exchange Board of India in safeguarding the interest of investors referring to any widely reported case in the recent times.
- 28 In the light of SEBI guidelines discuss the major disclosure norms that a public limited company going for Initial Public offer if it's should adhere to.
- 29 Write a detailed note on depository system related to securities transaction.
- 30 Discuss the scope of Venture Capital in India.

## **UNIT IV**

### **Test Your Skills:**

#### **I Multiple Choice Questions:**

1. What cannot be acquired as per the competition act, 2002
  - (a) Share
  - (b) Voting Rights
  - (c) Management Control
  - (d) None of the above
2. The term office of the chairperson of the competition commission is a period of:
  - (a) 5 years
  - (b) 3 years
  - (c) 1 year
3. Whose association can be taken as an cartel
  - (a) Supplier
  - (b) Distributor
  - (c) Trader
  - (d) All of the above
4. Which section of the competition act, 2002 details combinations
  - (a) 2
  - (b) 3
  - (c) 4
  - (d) 5
5. Which section of the competition act, 2002 enlists abuse of dominant position
  - (a) 2
  - (b) 3

- (c) 4
  - (d) 5
6. Which section of the competition act, 2002 enlists anti-competitive agreements
- (a) 2
  - (b) 3
  - (c) 4
  - (d) 5
7. Which of the following as per the competition act, 2002 refers to any agreement which restricts, or is likely to restrict, by any method the persons or classes of persons to whom goods are sold or from whom goods are bought
- (a) Tie-in arrangement
  - (b) Exclusive supply agreement
  - (c) Exclusive distribution agreement
  - (d) Refusal to deal
8. Which of the following is considered as anti-competitive agreements, in the competition act, 2002
- (a) Tie-in arrangement
  - (b) Exclusive supply agreement
  - (c) Exclusive distribution agreement
  - (d) Refusal to deal
9. Which of the following as per the competition act, 2002 refers to any agreement requiring a purchaser of goods, as a condition of such purchase, to purchase some other goods
- (a) Tie-in arrangement
  - (b) Exclusive supply agreement
  - (c) Exclusive distribution agreement
  - (d) Refusal to deal
10. Which of the following as per the competition act, 2002 refers to any agreement restricting in any manner the purchaser during his trade from acquiring or otherwise dealing in any goods other than those of the seller or any other person
- (a) Tie-in arrangement
  - (b) Exclusive supply agreement
  - (c) Exclusive distribution agreement
  - (d) Refusal to deal
11. Which of the following as per the competition act, 2002 refers to any agreement to limit,

restrict or withhold the output or supply of any goods or allocate any area or market for the disposal or sale of the goods.

- (a) Tie-in arrangement
  - (b) Exclusive supply agreement
  - (c) Exclusive distribution agreement
  - (d) Refusal to deal
12. In which Statute is a 'consumer' defined for the purposes of the Sale of Goods Act.
- (a) The Sale of Goods Act.
  - (b) The Sale and Supply of Goods Act.
  - (c) The Definition of Terms and Conditions in Consumer Sales Regulations.
  - (d) The Unfair Contract Terms Act.
13. In assessing the quality of goods as provided for in section 14(2) of the Sale of Goods Act 1979, which of the following is NOT a consideration?
- (a) Appearance and finish.
  - (b) Whether the good cost over £100.
  - (c) Freedom from minor defects.
  - (d) Durability.
14. Where a consumer has obtained goods with a guarantee and wishes to exercise the rights contained, which of the following Acts affords him/her such a right?
- (a) The Sale of Goods Act 1979.
  - (b) The Sale and Supply of Goods to Consumers Regulations 2002.
  - (c) The Supply of Goods and Services Act 1982.
  - (d) The Unfair Contract Terms Act 1977.
15. What does competition law control?
- (a) The creation of a free market
  - (b) The creation of an environment of economic freedom
  - (c) The creation of monopolies and oligopolies
  - (d) The creation of market players
16. For whose benefit does competition law ultimately operate?
- (a) Governments
  - (b) Companies
  - (c) The private sector
  - (d) The consumer



17. What is the driving force behind competition laws?
- (a) The political will of national governments
  - (b) The calls of international and regional trade organizations
  - (c) Economic theory
  - (d) Legal theory
18. When does a monopoly arise?
- (a) When a market is led by few producers or enterprises
  - (b) When a market is led by all the producers or enterprises
  - (c) When a market is led by many producers or enterprises
  - (d) When a market is led by a specific producer or enterprise
19. Are dominant positions normally allowed under competition law?
- (a) Yes, a dominant position is a positive state of affairs.
  - (b) Yes, a dominant position enhances competition between the strong and the weak players in a given market.
  - (c) Yes, a dominant position is an ideal which competition law seeks to preserve.
  - (d) No, a dominant position presents almost invariably a negative state of affairs and is therefore not tolerated under orthodox competition law theory.
20. To curb insider trading, SEBI has stipulated that, those investors who have more than 5% stake in any company, has to inform the company within .....days, if their stake is altered by more than 2%.
- (a) 10
  - (b) 8
  - (c) 5
  - (d) 4
21. Name of the organization to take payment and settlement work at National Level
- (a) RBI
  - (b) SEBI
  - (c) NPCI (National Payments Corporation of India)
  - (d) NSE
22. Hawala in India is prohibited under the provision of which of the following Acts
- (a) Financial Action Task force Act
  - (b) Fiscal Responsibility and Budget Management Act
  - (c) Foreign Exchange Management Act

- (d) Banking Regulation Act
23. Competition act was enacted in which year
- (a) June 2002
  - (b) December 2002
  - (c) January 1999
  - (d) None of these
24. The Sale of Goods Act, was enacted on
- (a) 15th, February, 1930
  - (b) 15th, March, 1930
  - (c) 15th, April, 1930
  - (d) None of above
25. As per-section 2(1), a person who buys or agrees to buy goods is called
- (a) Buyer
  - (b) Seller
  - (c) Both (a) and (b)
  - (d) None of above
26. The voluntary transfer of possession from one person to another is called
- (a) Transfer
  - (b) Change of possession
  - (c) Delivery
  - (d) None of above
27. Section 2, sub-section\_\_\_\_\_, of the Sale of Goods Act, 1930 defines "Goods"
- (a) 5
  - (b) 7
  - (c) 6
  - (d) None of above
28. As per section 2, sub section 7 every kind of moveable property other than actionable claim and money is called
- (a) Goods
  - (b) Future goods
  - (c) Both (a) and (b)
  - (d) None of above
29. Future goods means goods to be manufactured or produced or acquired by the seller

- (a) In future prescribed time
  - (b) After making of contract
  - (c) Before making of contract
  - (d) None of above
30. As per section 2 sub-section 8, of the Sales of Goods Act, insolvent means a person
- (a) Who has ceased to pay his debts in the ordinary course of business
  - (b) Or cannot pay his debts as they become due
  - (c) Both (a) and (b)
  - (d) None of above
31. The agent having in customary course of business as such agent authority either to sell goods or to consign goods for the purpose of sale or to buy goods or to raise money on the security of goods is called
- (a) Agent
  - (b) Mercantile agent
  - (c) Partner
  - (d) None of above
32. As per section 2(12), of the Sale of Goods Act, quality of goods include
- (a) State of goods
  - (b) Conditions of goods
  - (c) Both (a) and (b)
  - (d) None of above
33. The goods identified and agreed upon at the time a contract of sale is made are called
- (a) Ordinary goods
  - (b) Specified goods
  - (c) Scheduled goods
  - (d) None of above
34. Section 4, of the Sale of Goods Act 1930, deals with
- (a) Sale
  - (b) Agreement to sell
  - (c) Both (a) and (b)
  - (d) None of above
35. As per section 4(2), of The Sale of Goods Act, a contract of sale may be
- (a) Absolute
  - (b) Conditional

- (c) Both (a) and (b)
  - (d) None of above
36. There are\_\_\_\_\_, essential requisites of sale
- (a) 2
  - (b) 3
  - (c) 5
  - (d) None of above
37. According section 5(2) Subject to provision of any law for the time being in force a contract of sale may be
- (a) Made in writing
  - (b) By words of mouth
  - (c) Partly in writing or partly in words of mouth
  - (d) All above ways
38. A stipulation in contract of sale with reference to goods which are the subject there of may be
- (a) A condition
  - (b) A warranty
  - (c) Both (a) and (b)
  - (d) None of above
39. Section 31 of the Sale of Goods Act deals with duties of seller
- (a) To show goods
  - (b) To deliver goods
  - (c) To change goods
  - (d) None of above
40. Section 31, of the Sale of Goods Act, duty bounds the buyer to
- (a) Accept the goods
  - (b) Pay for the goods
  - (c) Both (a) and (b)
  - (d) None of above
41. Section\_\_\_\_\_ to\_\_\_\_\_, of the Sale of Goods Act deals withperformance of the contract
- (a) 31 to 44
  - (b) 25 to 40
  - (c) Both (a) and (b)
  - (d) None of above

42. Definition of unpaid seller is provided in Section\_\_\_\_\_ of The Sale of Goods Act, 1930
- (a) 45
  - (b) 46
  - (c) 47
  - (d) None of above
43. Where an unpaid seller has made part delivery of the goods he may exercise his right\_\_\_\_\_
- (a) Return on the remainder
  - (b) Of lien on the remainder
  - (c) Sale to any other person
  - (d) None of above
44. Section\_\_\_\_\_, of The Sale of Goods Act deal with seller's lien
- (a) 46
  - (b) 47
  - (c) 48
  - (d) None of above
45. Which provision of The Sale of Goods Act, deals with Suits for price
- (a) 50
  - (b) 55
  - (c) 58
  - (d) None of above
46. Section 57, of the Sale of Goods Act, deals with
- (a) Suit for price
  - (b) Buyer
  - (c) Both (a) and (b)
  - (d) None of above
47. The propositions are
- I. The general property in goods can be with one person while the special property in the same goods be with another person.
  - II. The transfer of general property in goods to one person can be done subject to a special property in the same goods in another person.
  - III. The special property in goods can be only with the person having general property goods.

In respect of the aforesaid proposition which of the following is true

- (a) I is correct, II & III are incorrect
  - (b) I & II are correct, III is incorrect
  - (c) I & III are correct, II is incorrect
  - (d) II & III are correct, I is incorrect
48. Under section 2(14) of the Sale of the Goods Act, 1930, 'specific goods' means
- (a) Goods which are capable of identification
  - (b) Generic goods
  - (c) Goods identified and agreed upon
  - (d) Either (a) or (c).
49. Seller means a person
- (a) Who sells or agrees to sell goods
  - (b) Who only sells good
  - (c) Who only agrees to sell goods
  - (d) None of above.
50. The judgment of the Supreme Court in Indian Steel and Wire Products v. State of Madras, AIR 1968 SC 478, is a decision on
- (a) Sale and statutory transaction
  - (b) Contract of sale and contract for work or service
  - (c) Contract of sale and hire-purchase
  - (d) Contract of sale and bailment.
51. The vital link between investors and the depository is :-
- (a) A central depository
  - (b) Depository participant
  - (c) Settlement corporation
  - (d) All of the above
52. Venture capital originated in:-
- (a) India
  - (b) USA
  - (c) China
  - (d) Japan

53. The first step of depository process is :-  
(a) Appointment of transfer agent  
(b) Establishment of clearing corporation  
(c) Selection of depository participant  
(d) Immobilisation of shares
54. The phase of entry of private sector mutual funds  
(a) 1964-1987  
(b) 1987-1993  
(c) 1993-2003  
(d) 2003 onwards
55. The mutual funds which exclusively make investment in government securities are known as  
(a) Tax saving scheme  
(b) Gilt funds  
(c) Index funds  
(d) Money market fund
56. Securities and Exchange Board of India Act was introduced in the year  
(a) 1978  
(b) 1988  
(c) 1992  
(d) 1982
57. Who is the current chairman of SEBI?  
(a) C B Bhave  
(b) U K Sinha  
(c) Ajay Tyagi  
(d) M Damodaran
58. Which amongst the following are not the promoters of NSDL?  
(a) Industrial Development Bank of India Limited  
(b) Unit Trust of India  
(c) Industrial Credit and Investment Corporation of India  
(d) National Stock Exchange of India Limited
59. CDSL stands for

- (a) Centre of Depository Services Limited
- (b) Central Demat Servicing Limited
- (c) Central Depository Services Limited
- (d) Central Demat Services Limited

60. Which of the following is not included in the structure of mutual funds?

- (a) Asset Management Company
- (b) Trustee
- (c) Custodian
- (d) Depository

**Ans:** (1)(a), (2)(a), (3)(b), (4)(d), (5)(c), (6)(b), (7)(c), (8)(b), (9)(a), (10)(b), (11)(c), (12)(d), (13)(b), (14)(b), (15)(c), (16)(d), (17)(c), (18)(c), (19)(d), (20)(d), (21)(c), (22)(b), (23)(b), (24)(b), (25)(a), (26)(c), (27)(c), (28)(a), (29)(b), (30)(c), (31)(b), (32)(c), (33)(b), (34)(c), (35)(c), (36)(d), (37)(d), (38)(c), (39)(b), (40)(c), (41)(a), (42)(a), (43)(b), (44)(b), (45)(b), (46)(a), (47)(c), (48)(d), (49)(a), (50)(a), (51)(b), (52)(b), (53)(d), (54)(c), (55)(b), (56)(c), (57)(c), (58)(c), (59)(c), (60)(d)

## II Short Answer Type Questions:

1. What is competition in the market?
2. Why do we need competition in the market?
3. What is meant by unfair competition?
4. What constitutes competition law and policy?
5. What are the objectives of the competition act, 2002 (as amended), [the act]?
6. State the reasons for passing the Competition Act, 2002
7. Define the following terms in the Competition Act, 2002
  - (a) Acquisition
  - (b) Consumer
  - (c) Service.
8. How would the objectives of the act be achieved?
9. What do you understand by Anti –competitive agreements.
10. Discuss the scope and application of the Competition Act, 2002.
11. Write a note on Competition Commission of India.
12. What are the objectives of Competition Act 2002?
13. What are the functions of Competition Commission of India?
14. What do you mean by unfair competition?
15. What constitutes competition law and policy?
16. What is anti- competitive agreement?
17. What constitutes abuse of dominance?



18. Define Contingent goods?
19. What constitutes abuse of dominance?
20. When the commission may initiate inquiry into anti- competitive agreements/ abuse of dominance?
21. Explain the rule of 'Caveat Emptor'.
22. When can 'condition' be treated as 'warranty'? Comment.
23. "Risk prima facie passes with ownership." Comment?
24. State the modes of effective delivery of goods
25. When a property passes to the buyer under 'goods on approval' or 'on sale or return'?
26. Explain the composition of competition commission of India.
27. Differentiate between condition and warranties.
28. Write a note on Competition appellate Tribunal.
29. Discuss the essential elements of a contract of sale.
30. Explain the procedure of enquiry and investigation under the competition act.

### **III Long Answer Type Questions:**

1. What are the functions of Competition commission of India? What are its power.
2. Explain the duties, powers and functions of Competition Commission of India in detail.
3. Explain the meaning of dominant position with examples.
4. State the provisions of competition act for the prohibition of anti-competitive agreements.
5. Discuss the powers and functions of competition commission of India.
6. Explain in detail the components of the Competition Act 2002?
7. What are the functions of CCI?
8. What is an anti-competitive agreement?
9. What is a combination under the competition act, 2002?
10. What remedies are available to a buyer when the seller delivers him goods less and/or more than the quantity contacted?
11. A purchased a pole for his carriage from B. While A was driving the pole due to a latent defect, broke and the horses got frightened and injured. Is any remedy available to A in such a case? Comment.
12. When does an agreement to sell become a sale? What are the essential elements of a valid contract of sale?
13. Distinguish between a sale and an agreement to sell. Give examples.
14. What are the differences between sale and hire purchase agreement?
15. 'A contract for work and labour can never be a sale'. Explain.
16. Goods can mean both existing and future goods in a contract of sale. Explain.
17. Discuss and explain the effect of destruction of goods in a contract of sale.
18. Define the term price. What are the different ways of price fixation?
19. "NemoDat Quod Non Habet" – None can transfer ownership of goods what he himself does not own. Explain.

20. Explain the rules regarding transfer of property in goods under the Sales of Goods Act 1930.
21. Explain the rules regarding transfer of ownership from seller to the buyer.
22. Explain the term 'delivery' as used in a contract of sale and state the rules regarding valid delivery of goods.
23. Explain clearly the essential elements which co-exist for constituting a valid sale of goods. In what respects does a 'sale' differ from an 'agreement to sell'?
24. What are the essentials of a contract of sale?
25. Distinguish between 'Condition' and 'Warranty'. State the circumstances under which a condition can be treated as a warranty.
26. Explain the rules regarding Passing of Property in a contract of Sale?
27. Write an essay on Competition law in India highlighting the objectives of the Act, Power and function of Competition Commission of India and critical role it has in protecting the interest of consumers and upholding the freedom to do business.
28. Discuss the provisions regarding resale of goods by an Unpaid seller highlighting the requirement regarding notice to the buyer who has defaulted and the consequences of issuing notice or otherwise for both the Unpaid seller as well as buyer who has defaulted.
29. "No seller of goods can give the buyer of goods a better title to those goods than what he himself possesses." Examine this statement and mention whether there are any exceptions to this rule.
30. Explain in detail the provisions of competition act with regard to abuse of dominant position and regulation of combinations.

# **QUESTION BANK**

## **MANAGERIAL SKILLS DEVELOPMENT (NUES)**

**MS 115**

## QUESTION BANK

### UNIT I

#### Strengthening Oral Communications

- **Extempore Topics**

1. Are scores a good measure of intelligence?
2. Reservations in India
3. Social Media is making us un- social.
4. Make in India vs. Make for India
5. Current initiatives taken by the incumbent government
6. Goods & Services Tax (GST)
7. Artificial Intelligence and Automation
8. Inefficacy of Indian Education System
9. Day Dreaming
10. We Indians criticize a lot
11. Business is a war
12. Demonetization
13. Trump's triumph
14. Getting real on climate
15. IT: Boon or Bane
16. Cheap Labor in India
17. Women make better managers than men
18. Time Management

- **Role Plays**

#### Scenarios for Mock Role Play

1. Internal Negotiation
2. Angry Customers
3. Consulting with a client
4. Difficult/vulnerable patient

## 5. Sales

### **1. Internal Negotiation**

Brief for student: You have been working for the firm for 6 months as part of a team and enjoy the work, but you feel you've not been given the same opportunities others with different managers have had. There always seem to be excuses from your manager. Others have had regular performance reviews, action plan, projects to work on, extra responsibility and have been forward for training. You have a meeting coming up with your manager and want to resolve this. You want to persuade your manager to give you the opportunities and have a confirmed action plan. You want monthly reviews, action plan, work on project x, and have time to shadow others.

### **2. Angry Customer:**

Brief for student: You are a graduate trainee working in the customer relations team for a large retail firm, a customer has come in to speak to a member of staff to make a complaint. They are threatening to go to a consumer watchdog. Your objective is to resolve the issue with minimum financial and reputation damage to the company.

### **3. Consulting**

Brief for student: You are a consultant who has been tasked with building relations with a client and finding out why their business is failing. Your objective is to identify the root cause of problems that the business is experiencing without offending the client and bring this back to the firm to discuss.

### **4. Difficult/vulnerable patients**

Brief to student: You are a doctor/healthcare/social care specialist and after running tests on your patient you discover they have an illness (you can choose one). You have to break the news to them and provide further support. Your objective is to manage the patient and help them realise their options (operation invasive, exploratory with 6 weeks recovery) as its life threatening.

## 5. Sales

Brief to student: You are doing door to door sales, you want to persuade the next person that opens their door that they should buy a swimming pool. You need to come up with realistic solutions to overcome any objections

- **Presentations**

1. Effects of Media and Mode on communication
2. Channels of communication
3. Interviews
4. Public Relations
5. Barriers to communication
6. Lack of concentration
7. Different knowledge levels
8. Body language
9. Essentials of good communication
10. E-mail a mode of communication
11. Lack of concentration
12. Disruptive emotions
13. Cultural differences
14. Lack of motivation
15. Strategies in job search process
16. Informal oral communication
17. Group communication
18. Dialogue Skills
19. Resistance to change
20. Stress
21. Physical appearance
22. Meeting Etiquette
23. First impression
24. Adaptation & selection of words in communication
25. Correctness of communication
26. Speeches & presentations
27. Summarizing skills
28. Poor listening skills
29. Principles of communication
30. Communication & decision making
31. Problem in modern techniques of communication
32. Meetings, Conferences & Committees
33. Do's & Don'ts in correspondence
34. Audio and Visual Signals and Their Use in Communicating in Business and Industry
35. Non-Verbal Communications: Differences Between Cultures

36. Communication Problems in (xyz) Company and Solutions
37. Cutting Costs in Communications
38. Techniques for Improving Listening
39. Dining Etiquette
40. Hosting a Meeting

## **UNIT-II**

### **Strengthening Written Communications**

#### **Letter Writing**

1. A businessman writes to the local bank that owing to excellent business prospects on account of the approaching Diwali festival, he should be allowed overdraft facilities to the extent of Rs. 20,000 for one month without security Draft the banker's reply.
2. As the manager of a bank, draft a tactful letter to a lady customer who is in the habit of overdrawing on her bank account without prior arrangement
3. A customer of yours enjoys an overdraft facility to the extent of Rs. 2 Lakh but has not much availed himself of this facility for the last one year. Draft a letter telling him that the Bank has decided to charge him a minimum interest whether or not he avails himself of this facility.
4. Write a letter to an applicant for the post of Personnel Manager to present himself for a personal interview.
5. Write a letter to the candidates who have applied for the post of Account Assistant to appear in a written test.
6. Draft a general letter of interview to be sent to candidates applying for the post of accounts clerks in your Company.
7. You have been working in a public enterprise for the last seven years. You have now applied for a job that offers you better prospects. Write an application to the Managing Director of your concern to issue you a testimonial. Draft the testimonial as well.
8. Mr. K.S. Jagannathan has been appointed Purchase Officer in your Company. Draft a letter of appointment to be sent to him.
9. Write a letter of appointment to a candidate mentioning details of the pay scale as well as other terms and conditions of the service.
10. Write a letter to Mr. G.S. Kulshreshtha, working as Chief Accountant in your company, confirming his services.
11. Draft a suitable letter to be sent to a candidate extending the period of his probation in the Company.
12. Mr. S.N. Gupta, an Assistant Accountant in your company, has not been working satisfactorily. Write a letter to him terminating his services.

## **Report Writing**

1. Draft a report on the recent Industrial visit you did in your college
2. Draft a report on the need to introduce some incentive schemes to boost the sales of the company
3. Write a travelling salesman's report in the memo form to his head office on his activities during the preceding week.
4. Write an advertisement inviting tenders for the supply of specified equipment's for your office

## **Circular Writing**

1. Draft a circular informing the employees informing them salient features of the medical reimbursement scheme adopted by the board of Directors.
2. Draft a notice inviting suggestions from the employees on how the silver jubilee of your company should be celebrated.
3. Draft a circular to the staff emphasizing the need for observing punctuality and adhering to lunch hours.

## **UNIT – III**

### **Mock Interview Questions**

1. Tell me about yourself
2. What are your short-term goals? What about in two and five years? How are you preparing to achieve them?
3. What is your vision or mission statement?
4. What do you think you will be looking for in the job following this position? • Why do you feel you will be successful in this work?
5. What other types of work are you looking for in addition to this role?
6. What supervisory or leadership roles have you had?
7. For you, what are some advantages and disadvantages of working in a team environment? What did you like/dislike about your last job?
8. What motivates you to do a good job?
9. What are your strengths/weaknesses?
10. What kinds of problems do you handle best?
11. How do you reduce stress and try to achieve balance in your life?
12. How did you handle a request to do something contrary to your moral code or business ethics?



13. Why did you apply to our organization and what do you know about us?
14. What do you think are advantages/disadvantages of joining our organization?
15. What is the most important thing you are looking for in an employer?
16. Why should I hire you?
17. Tell me about your career up to this point.
18. What do you know about this role? What made you apply to work here?
19. What techniques do you use to measure the quality of your work? What steps do you take to ensure the desired quality is achieved?
20. What are the most important skills you have learned that you would utilize in this position?
21. What is your greatest personal struggle or limitation in supervising others? Can you give me an example of a time when you overcame one of your limitations and resolved a problem?
22. What are your weaknesses as an employee?
23. Recall a time from your work experience when you made a bad decision or mistake. How did you get beyond it?
24. Give me an example of a time you did not meet a project deadline. How did you handle the situation?
25. You are working on a team project and one of your teammates is not co-operative. How do you resolve the conflict?
26. A client/parent/boss tells you he or she is dissatisfied with the service you have provided. How would you respond?
27. Describe a time on any job you've held in which you were faced with problems or stresses that tested your coping skills. What did you do?
28. What has been your experience in giving explanations or instructions to another person? Feel free to talk about your experiences in training, supervising or coaching others.
29. Tell me about a time when you were able to build motivation in your co-workers or subordinates.
30. Give me an example of an important goal you set in the past and tell me about your success in reaching it.
31. Describe the most significant written document/report/presentation which you have had to complete.
32. Give me an example of a time when you had to go above and beyond the call of duty in order to get a job done.
33. What did you do in your last job in order to be effective with your organization and planning?
34. Describe the most creative work-related project which you have carried out.
35. Describe a time in which you felt it was necessary to modify or change your actions in order to respond to the needs of another person.
36. Give me an example of a time when you had to carefully analyze another person or a situation in order to be effective in guiding your action or decision.
37. What did you do in your last job to contribute to a team environment? Be specific.

38. Give me an example of a problem you faced on any job you have had and tell me how you went about solving it.
39. Describe a situation in which you were able to positively influence the actions of others in a desired direction.
40. Give me an example of a time in which you had to use your fact-finding skills to gain information for solving a problem, and tell me how you analyzed the information to come to a decision.
41. Give me an example of a time when you had to sell your idea to a boss or other authority figure.

## **UNIT-IV**

### **Developing Skills to Work in Teams**

1. Is India ready for cashless Economy?
2. Knowledge is the biggest asset you can accumulate
3. Decline in open spaces and playgrounds can lead to negative tendencies in children
4. Banking Scams
5. Crypto Currency/ Bitcoin
6. Social Media: Impact on human behavior and society
7. Retirement Homes: Do advantages of living in them outweigh the disadvantages?
8. Is Foreign Direct Investment (FDI) in retail sector good for India?
9. Advantages and Disadvantages of Demonetization policy
10. Should Yoga be made compulsory in schools?
11. Do we really need Smart Cities?
12. Should single-point GST be implemented?
13. Merit or Seniority – Better criterion for promotion?
14. Start-Up India, Stand Up India - Prospering Entrepreneurial Culture
15. Do brands rule our lives?
16. How would the victory of Donald Trump in USA impact India?
17. Internet censorship
18. Computers dehumanizing society
19. Merits and Demerits of cashless economy.
20. Promoting tourism in India.
21. Developing an entrepreneurial ecosystem in India.
22. Ensuring gender diversity in Indian work force.
23. Even a clock that does not work is right twice a day
24. Are women better managers than men?
25. Should reservation in higher education be allowed?
26. India or Indians Who Is Performing Better?
27. Population of India an asset.
28. Words are Sharper than the two-edged sword

29. Bullet train or Better trains - What does India need?
30. Does working along with texting from mobile makes one less productive
31. India needs more implementers than Planners
32. Online shopping- a boon or a bane?
33. Should India have a Uniform Civil Code?
34. GST bill : Pros & Corns
35. Technology is a double edge sword. It should be managed carefully
36. Should triple talaq be abolished from India?