

Question	Answer1	Answer2	Answer3	Answer4
LOGISTICS & SUPPLY CHAIN MGMT				
.....is concerned with getting the goods and services where they are needed and when they are needed	SCM	Logistics	Transfer	Receipt
.....is concerned with transportation costs	movement consolidation	marketing expenses	advertisements	warehousing costs
Outbound logistics is also known as.....	upstream logistics	downstream logistics	manufacturing logistics	reverse logistics
.....is a storage place until the goods are sold	palletization	cross dock	consolidation	warehouse
.....is a technique which utilizes various source and channels to meet customer demand in time	EOQ	Integrated logistics	Reorder level	Intermodal transportation
.....is the process of minimizing damage to environment and society due to logistics	Damage control	Manufacturing Logistics	Production control	Green Logistics
.....work together to make one main product for the parent company	Customers	Logistics parks	Extended enterprise	Network Design
.....is not a during transaction element of customer service	product availability	consistent lead time	correct order status information	after sales
Quantitative techniques are _____ in nature	Subjective	Reactive	Proactive	Objective
which of the following method is quantitative demand forecasting method	Jury of Executive Method	Consumer Survey	Moving Average	Naïve Method
Which of the following forecasting technique is the simplest?	Naïve Method	Moving Average	Exponential Smoothing	Extended Smoothing
_____ cannot carry heavy loads	Water Transport	Ropeways	Air Transport	Road Transport
High volume sale products should be placed in the _____ in a warehouse	Higher Racks	Farthest Racks	Lower Racks	Remote Distance
Straight line product flow in a warehouse minimises _____	Sales	Purchases	Congestion	Production
No empty container to be brought back is advantage of _____	Air Transport	Pipeline Transport	Water Transport	Road Transport
_____ is an advantage of Public warehouse	Low operating Cost	Greater Operating Flexibility	Greater Control	Tax Benefit
_____ involves the probability of theft or damage to the product during transportation	Viability	Liability	Density	Stowability

_____refer to the ability to adjust internal policies and procedures to meet product and customer needs	Financial Synergy	Operating Flexibility	Presence Synergy	Location Flexibility
Which is the fixed path equipment?	conveyors	trucks	robots	automated vehicles
Packaging does not provide _____protection	physical	content	environmental	barrier
_____packaging material is stongest.	glass	steel	wood	fibre
The time taken is _____.	equal in both Mission Based and Activity Based Costing	more in Mission Based Costing than Activity Based Costing	less in Mission Based Costing than Activity Based Costing	more in Activity Based Costing than Mission Based Costing
One of the basic requirements for undertaking Activity Based Costing is to _____.	identify the taxation provisions currently applicable to the business.	identify all the activities of the organization.	identify all the possible types of customers.	idenify the profit expectations of the top management.
Re-engineering of the logistical network becomes necessary when _____.	there is no change in the existng production practices.	there is change in the vendor management processes.	there is no change in the distribution processes	there is no change in the vendor management process
Which of the following can not be considered as a non-financial performance measure ?	A simple count of activities taken over time	A simple count of things that are taking place	A simple count of things that are not taking place	A ratio of one thing to another
Which one of the following is not a reason for creating a Logistics / Supply Chain Network ?	quick response	static corporate policy	revitalizing customer service	cost control
The items for which consumption is very high ar known as.....	medium items	fast moving	slow moving	non moving
Annual demand- 5400 units. Unit cost Rs.10 Inventory carrying cost- 20% Cost of procurement – Rs.150. Calculate EOQ.	600units	800units	900units	1000units
Select the odd one out	HML	XYZ	Quick response	ABC
_____is known as closed loop MRP	MRP	MRP2	DRP	DRP2
In ROL numerical, which time frame is considered	lead time	delivery time	order time	inventory time
Holding inventory for future emergencies is called as_____	geographic specialisation	decoupling	quality	bufferun certainties

Which one of the following does not fit into the 'Facility Location Configuration' under the Logistical Information System ?	location of the warehouse	location of employee quarters	location of the receiving stores	location of the dispatching stores
The Exception Based Logistics Information System should be able to _____.	highlight the problems only.	highlight the opportunities only.	highlight both problems and opportunities.	highlight the profits made by the competitors.
VSAT, Very Small Aperture Terminal is used in business for _____.	recording the images of the customers	recording the images of competitors' products	tracking the payments made by the customer to the bank	for tracking the material which is in transit
ERP which is a tool provided by information technology for the successful management of Supply Chain, stands for _____.	Expert Review Process	Entrepreneur Review Plan	Enterprise Resource Planning	Exceptional Recovery Plan
DSS refers to the _____.	specific category of manual methods traditionally used to compile data for decision making.	readily available data from competitors for helping an organization to take decisions.	daily systematic support information required to be submitted to the government by the organization.	specific class of computerized information system to help organizational decision making activities.
Which one of the following is not required from the internal departments of an organization for planning the external information system ?	information on the type of components required for production	information on the type of customers to be created to suit the production capacity of the company	financial capacity of the company	inventory control system followed by the company
.....is not an advantage of Inland Container Depots	temporary warehouse	additional costs	better business transactions	reduces congestions
A third party logistics firm may be defined as an _____ & which performs all or part of the company's logistics functions.	internal supplier	external supplier	international supplier	intra state supplier
LSP stand for _____.	Legal Solutions Providers	Large Solutions Providers	Large Sound Providers	Logistics Solutions Providers
Dedicate Freight Corridor Corporation of India Ltd. (DFCCIL) is special purpose vehicle set up under the Administrative control of Ministry of _____	Finance	HRD	Railway	MSRTC

_____ revolution brought with it a focus on total quality costs, rather than just direct labour costs.	Total Quality Management	Supply Chain Management	Global Supply Chain Trends	Global Supply Chain Management
Reverse logistics can be stand alone or integrated system in the company _____.	Total Quality Management	Supply Chain Management	Global Supply Chain Trends	Global Supply Chain Management
North South Diagonal of Golden Quadrilateral Freight Corridor runs from.....to.....	Delhi - Chennai	Delhi - Mumbai	Delhi - Kolkata	Delhi - Bangalore
Major concern of maritime logistics is	Lead time	Dependant of road transport	Slow Speed	Pirate Attacks
.....is also called as a lead logistics provider	3PL	4PL	5PL	6PL
National Highway Development Project (NHDP) has _____ project in India.	largest	smallest	widest	Deepest
Dependance on road transport has reduced due to	Inland Container depots	Cold Storage	Dedicated Freight Corridor	Deep water ports
_____ refers to time gap between placing an order and receiving an order.	actual time	delivery time	lead time	order cycle time
CORPORATE COMMUNICATION & PUBLIC RELATIONS				
Corporate identity does not include.....	policies	symbolism	behaviour	communication
The person running the Corporate Communication department is known as.....	Chief Executive Officer	Chief Communication Officer	Chief Marketing officer	Chief Legal Officer
.....is a very important link between an organisation and its stakeholders	Communication	Pricing	Product	Advertisement
.....is a set of beliefs, ideas, and impression that a person holds regarding something.	advertisements	misconception	brand	image
The code of conduct of the International Public Relations Association was adopted in Venice in	1961	1971	1981	1991
.....is a term to elucidate the illegal act of duplication of licensed or copyright material from internet	invasion of privacy	digital piracy	dowry act	defamation
Digital Piracy is in relation to.....	Internet	telephone	website	billboards
The Copyright act 1957 provides three kinds of remedies - administrative remedies,civil remedies and _____remedies.	entrepreneur	injunction	business	criminal

The Central Information Commission has the power to impose a penalty of Rs._____ for each day till the information is given subject to a maximum of Rs. _____	250 and 20000	250 and 25000	200 and 30000	500 and 50000
The author of a work is generally considered as the _____of the copyright under Copyright act 1957.	author himself	primary owner	first owner	second owner
Decisions at the higher levels of the organisational system must invariably include.....	an ethical component	a production decision component	a exploitative component	an advocacy component
When somebody exercises one of the copyright owner's right without permission, it is.....	infringement of copyright	invasion of privacy	appropriation of copyright	intrusion of privacy
When there are PR objectives, results can be measured against them, making PR.....	an intangible activity	an abstract activity	an unidentifiable activity	a tangible activity
Public Relations is _____	media spin	mutual understanding	stunt	hype
Image Building is one of the _____ measures of PR.	external	internal	intermediate	external as well as internal
Public relations is a deliberate,planned and sustained effort to establish and maintain mutual understanding between an organisation and its.....	media	publics	economy	society
Financial relations involve communicating essentially with company's _____	stockholders	employees	media	management
_____ theory is a way to look at how people process and accept information.	Systems	Social Exchange	Diffusion	Situational
_____ environment is influenced by the factors generated within the organisation.	Micro	Macro	External	Internal
Diffusion theory states that people go through a _____step process when adopting new ideas or innovation.	three	four	five	six
ILO stands for _____.	International Labour Organisation	Internal labour Organisation	International Labour Office	Indian Labour Organisation
A company that is 'responsibly addressing_____of key publics and communities' increases the public admiration of the organisation.	technological concerns	profit sharing	information sharing	environmental concerns

_____ concluded that not all people in stake holder groups would be equally likely to communicate with an organisation.	Grunig and Repper	John Thibaut and Harold Kelley	Grunig and Hunt	Frank Jefkins
IPRA was founded in _____.	1950	1955	1995	1965
_____ would be successful only if the professional learn to work in tandem with the media.	Public relation	Communication	Corporate communication	Corporate identity
Public relation professionals are able to reach a large audience _____	Without high cost	With high cost	Without efforts	With huge investments
Trending information has to be _____ well in advance and it has to be quickly accessed.	Compromised	Ignored	Avoided	Anticipated and understood
Media relation are very impotant for any business in the following way:	It will spoil the culture of the organisation	It will be the mouth piece of your voice during the large discussion	Negative publicity	It will be costly and lead to large discussions
Everyone within the corporation need to be an _____ part of an integrated and consistent internal and external communication process.	Incidental	Peripheral	Extra	Integral
_____ is where members get advice from industry experts or share feedback on tactics and tools.	Online discussion forum	WhatsApp	Facebook	Blogging
When you prioritize your communication, the first person about whom you should think is _____.	Suppliers	Customers	Internal people	Vendors
The first step in handling crisis is.....	establish monitoring system	ignore the issue	take control	avoid media
Taking _____ means communicating what an organisation is doing to remedy the situation.	motivation	names	control	profit
Financial communication is all about providing _____ pertaining the company performance to the investors community at large.	financial data	technical data	infrastructure data	marketing data
The PR department should be _____ and disseminate information about organisation among masses.	unorganised	laid back	centralised	decentralized
Organization should be _____ to change, to rebuild trust in Crisis.	committed	ignorant	skeptical	lethargic
It is a _____ which connects the financial markets and investing committes with various organisations who borrows money from the market.	communication process	production process	marketing process	project process

Financial information is important to organisation's_____.	market	financial partners	vendors	society
Creating an information sharing network helps the businesses save money as they do not have to buy individual _____ for each employee.	Letters for correspondence	Communication Equipments	Typewriters for typing	Fax machines
_____ message is replacing handwritten correspondence.	Video conferencing	Pager	Advertisements	Email
_____ is the great way to success in this digital age.	Innovation	Redundancy	Face to face physical meetings	traditional techniques
The design of a _____ should differ just a liitle from the conventional website.	Fashion blog	Corporate blog	Employee blog	Customer's personal blog
The content of _____ blog focuses almost entirely on job related topics.	Human Resource	External	Internal	Product
_____ is a wireless communication tool designed to address the unique needs of low power, low-cost wireless sensor, and control networks.	Satellite	Zigbee	Wimax	Wifi
Wireless _____ are hardware devices that are installed inside computers which enables wireless connectivity.	Adapters	Infrared	Repeater	Router
Professionals believe that the goal of _____ branding is to make use of internet resources in order to have consumers continually recognize a brand.	Online	Personal	Product	Corporate
Subscribing to websiteremoves the need for the user to manually check the website for new content	Emails	RSS	Polls	Surveys
Corporate blog is not suitable for.....	customer relationship management	branding activities	criticising government policies	lead generation
.....is not a type of free audio / video calling application	zoom	gmail	google meet	whatsapp
.....is a form of low power wireless communication tools used for internet connectivity	wi fi	telephones	typewriters	fax machines
MARKETING ELECTIVES				
SERVICES MARKETING				

Services cannot be _____ due to which services are perishable.	Mark	Served	Stored	Earned
Same type of service cannot be sold to all the consumers due to _____	Inseparability	Intangibility	Heterogeneity	Similarity
_____ are co-producers of services	Customers	Government	Managers	Employees
The world economy is increasingly characterised as economy	Service	Producers	Manufacturing	Products
The demand for communication travel and information services has increased due to _____	Liberalisation	Globalization	Modernisation	Economical
The environment factors are by and large _____	Stable	Controllable	Uncontrollable	Fixed
_____ decision create corresponding changes in the economic development	Political	Economic	Regulatory	Legal
Marketers can differentiate goods from _____ with the help of the concept of good service continuum	Services	Goods	Production	Products
_____ changes have also contributed substantially to the growth of the service markets	Demographic	Political	Economic	Legal
The popular variable that decides the hierarchy of social class is _____	Income	Status	Lifestyle	Family
The person who has a specific need and proposes to buy a particular service is called _____	Initiator	Influence	Gatekeeper	buyer
The _____ service is the reason for being in the market	Core	Supporting	Facilitating	additional
_____ is a characteristic of services that makes it difficult to set a standard for any services.	Heterogeneity	Ownership	Perishability	Intangibility
The first step in purchase process of services is _____.	Evaluation of Alternatives	Purchase Decision	Information Search	Problem Recognition
Which of these is a social factor influencing buyer's behaviour?	Age	Occupation	Reference groups	Perception
The strategy in which services are introduced at a high price is known as _____.	Penetration	Skimming	Segmentation	Competition
In service marketing mix, _____ is the only element that produces revenue whereas the others produce cost.	Product	Price	Place	Promotion
_____ is measured as the proportion of target customers which has prior knowledge of the brand.	Brand Equity	Brand Loyalty	Brand Awareness	Brand Champion

The gap which arises when a service firm has a good idea about what customers expect but fail to develop them into appropriate service specifications is known as _____	Standard/Policy Gap	Customer Gap	Delivery Gap	Communication Gap
_____ is the cost of selecting and hiring people, material and equipment at the lowest cost.	Productivity	Effectiveness	Efficiency	Economy
_____ is the ethical value that suggests fulfilling all legal, economic, philanthropic and societal responsibilities towards all stakeholders.	Fairness	Citizenship	Transparency	Honesty
_____ is the tourism that entails the sustainable preservation of a naturally endowed area or region.	Wildlife tourism	Adventure Tourism	Ecotourism	Pilgrimage Tourism
Which among the following is not a micro environment?	Customer	Global	Supplier	Customer
How many stages are there in a buying decision process?	3	4	6	5
How many stages are there in a New service development?	8	7	9	6
The Gap Model was proposed in the year _____.	1999	1991	1988	1989
_____ strategy covers global, multinational and international strategies.	State	Global	City	National
Services cannot be _____ at different places.	produced and consumed	Manufactured and produced	Consumed and produced	purchase only
Perishability refers to _____.	Ability to produce	Ability to Manufacture	Ability to store	trade only
Service Marketing Triangle developed by _____.	Philip Kotler	Christian Gronross	Mark Taylor	Mary Parker
Interactive Marketing refers to _____.	keeping promise	making promise	enabling promise	only promise
_____ Helps to overcome intangibility.	Training	Association	ICT	education
_____ represents Physical representation.	uniforms	visualization	Automation	different
_____ Helps to overcome perishability.	Over marketing	Robotics	Video conferencing	calling
_____ helps to overcome Inseparability.	Training of External customer	training of internal customer	training of employees	training
_____ is a process which is used to create image in the mind of customer.	Segmentation	Targeting	Positioning	belowtarget
Pure service need _____ level of involvement.	high	moderate	low	medium
_____ demand is nothing but the gap between the desirability and availability	Latent	Seasonal	Forecasting	Open
_____ quality means what of service i.e.what is offered to the customer	Technical	Functional	Commercial	Economical

SALES AND DISTRIUTION MANAGEMENT				
Sales management specifically relates to managing sales functions and _____ salespeople.	managing	promoting	educating	demotivating
Sales department resolves around the _____ made by the sales manager.	only plans	plans and policies	only policies	demand
Companies follow _____ policies in determining size of sales force.	same	different	two	three
The manager prepares flexible and _____ strategy enabling the salesforce to perform better.	rigid	stiff	old	adaptable
Training is _____ process.	general line	daily	continuous	simple
Communication is _____ way dialogue.	one	two	three	all
Development relates to providing _____ stimulation.	slow	simple	intellectual	mindless
Sales _____ consists of internal rules, principles, and procedures which help to define the efficient way of conducting sales process.	plans	policies	objectives	strategies
Sale objectives are mainly concerned with _____ company revenue and _____ marketing cost.	increasing , reducing	reducing, increasing	losing, gaining	new, old
The preparation of sales budget starts with sales _____ which are prepared for each product separately.	forecasts	plans	policies	research
Sales and _____ are inseparable.	logistics	reporting	planning	decision making
_____ doing the right thing.	Effectveness	Efficiency	Efforts	Effectless
_____ customisation is about choice.	Selected	Class	Specific	Mass
_____ based structure is also known as customer salesforce structure.	Product	Market	Territory	Quota
_____ is an quantitative method of sales forecasting.	Jury of executive opinion	Sales force opinion	Delphi method	Time series analysis
Market analysis is a study of the _____ of the market.	end	only one factor	guidelines	dynamism
Market analysis provides _____ to decide whether it is financially worthwhile to continue the business.	guidelines	business services	problems	augmented supply
_____ is the first stage in the selling process.	Sales presentation	Approach	Prospecting	Pre approach
_____ disadvantage of The jury of executive opinion method.	it is economical method	quick forecast	it may give biased estimate.	Instant forecast
_____ design five forces model.	Michael porter	McClelland	David Aaker	McCain

_____ is a prediction of expected sales.	Sales management	Sales force	Sales forecasting	Demand force
_____ is the disadvantage of simple projection method.	simple to implement	provide ready forecast	sales year after year do not remain stable	easy to calculate
_____ is a valuation metric.	Moving average	Delphi analysis	User expectation method	Sales ratio
_____ works by providing evidence from a credible source.	Trial close	Testimonial close	Complement close	Concession close
_____ close works by structuring the finance of the deal to fit into the customer's ability to pay.	Demonstration	Alternative	Auditable	Affordable
In _____ the salesperson can show letter from a satisfied customer to a prospect.	Demonstration close	Testimonial close	Balance sheet close	Affordable close
_____ listening also known as Critical Listening.	Comprehensive	selective	Analytical	Active
Management of distribution channel affects _____, profits and influences customer satisfaction.	production	sales	Marketing	warehousing
Channels are routes taken by goods on the journey from _____ to consumers.	Retailers	Producer	Dealer	Agent
Distribution channels are needed as they _____ of transaction.	reduce Cost	increase cost	avoid Costing	contribution
Every year companies lose huge amount of money in their distribution channel operations because of _____	Communication	Efficiency	Leakage of information	Consistency
_____ deal with large volume production and marketing.	Marketers	Agents	Retailer	Manufacturers
_____ buy and sell goods on their own account and at their own risks.	Facilitators	Merchant Middlemen	Members	Agent middlemen
Channel partners acts as _____ in distribution process.	intermediaries	dealers	agents	retailers
Distribution channels constitute an element in the _____	Production mix	Marketing mix	product mix	Promotion mix
_____ acts as trusted agents.	Distributors	Wholesalers	Retailers	Manufacturers
_____ channel conflict relates to different levels within the same channel.	Horizontal	Multi-channel	Single	Vertical
_____ factors are external agents that affect the demand and price of goods and services.	Product	Channel	SWOT	Market
_____ is unassertive and unco-operative	Avoiding	Competing	Collaborating	Compromising
In _____ all concerned persons are expected to give up something.	Compromising	Avoiding	Accommodating	Competing

_____ is like finding a middle ground where both parties can claim to victory.	Collaborating	Compromising	Competing	Avoiding
Sales performance means the performance or achievement of an organization on the _____ front.	sales	purchasing	organising	warehousing
Evaluation of sales performance means _____ study or analysis of selling activities.	simple	critical	normal	irrational
All marketing companies make sales performance evaluation on _____ basis or in continuous way.	daily	monthly	quartely	yearly
_____ serves as a control measures against deviations and reflects the performance of the distribution channel .	Report	Budget	Plan	Instrument
_____ plan useful as tool for motivating sales person to take more interest in the sales and shows better performance for higher salary payment.	Sales Analysis	Sales report	Compensation	Expenses
_____ is fast in operation and facilities faster reaching to the customers.	Internet marketing	ethical	policy	process
_____ is basically concerned with the management of sales Function.	Sales approach	Sales volume	Sales planning	Sales management
The performance of a channel can be measured across _____ dimension.	Double	Single	Multiple	Triple
Three major instruments of channel control commonly used are Contract and agreement, Budgets and reports and _____.	Management audit	Financial audit	Sales audit	Distribution audit
E-COMMERCE & DIGITAL MARKETING				
_____ is known to save paper trail and reduce human errors.	EDI	ERP	CRM	CSR
_____ is a collection of publicly accessible interlinked webpages that share the same domain name.	App	Website	PDF	Word file
URL stands for _____	Uniform Resource Locator	Unit Restore Link	Unique Resource Link	Uniform Restore Locator
All the information of customers and products stored in one place is called _____	Data Location	Data Warehouse	Data Storage	Data Link

ERP plays a major role in _____.	Marketing	HR	Inventory Management	Customer Relations
_____ is fundamentally concerned with integration of activities both with and between organizations.	CRM	CSR	SCM	URL
_____ is a retail fulfillment method where a store doesn't keep the products it sells in stock.	Subscription Model	Crowd Funding	Unit Restore Link	Drop Shipping
E-Commerce is _____ in its reach.	Unsuccessful	Ubiquitous	Limited	Unrealistic
The concept of Data Warehouses is the _____ storage of a large amount of information by a business.	Electronic	Instructions	Microsoft	Oracle
SEM stands for _____	Search Engine Mechanism	Search E-Commerce Marketing	Social E-Commerce Marketing	Search Engine Marketing
Consumers prefer _____ over mobile websites.	Desktop	Physical stores	Apps	social media
The term E-Business was coined in the year _____	1995	1988	1997	2000
Research has proven that more than _____ of customers will pay more for a product if they have received great customer service.	30%	60%	80%	50%
_____ is a social media account or personal website where a person regularly posts short videos.	Siog	Vlog	Click	Brick And Mortar
A _____ store is a business or retail outlet that has at least one physical location.	Brick And Mortar	Click	Pure click	Brick and Click
The _____ is smaller in click business as compared to brick mortar, this also helps in pricing the products low.	Mode Of Construction	Methods of reselling	Models of wholeselling	Chain of distribution
_____ is the purchase and sale of materials through the internet as well as other information and networking systems.	E- Procurement	E- action	E-way	E- brick
The dimensions of e-commerce that enables commerce across national boundaries is called _____.	Face to face communication	Global reach	Richness	Uniquity
_____ is the virtual exchange of data or business documents in electronic format between the buyer and a seller.	EDI	TDS	MRP	ERP
_____ indirectly decreases CO2 discharge in the atmosphere.	EDI	Flipkart	Data mining	Description
_____ the average time on site, is better for the website to see how long the visitors view the content.	Shorter	Longer	Higher	Slower
Profiling the _____ can help in understanding their needs.	Purpose	Supplier	Target group	Social group

The _____ stage is the point where the web site itself is created.	Testing And Delivery	Planning	Developmental	Design
The internet evolution has advanced to the stage at which every enterprise must become an _____.	Expensive	Encryption	E- business	E auction
IT Act _____ facilitate lawful electronic ,digital and online transactions and mitigate cyber crimes.	2001	2002	2003	2000
The IT Act contains _____ chapters and 94 sections.	10	11	12	13
_____ is one of the best tool for tracking and analyzing data about web traffic.	Google Analytics	Road traffic analytics	Purpose analytics	Departmental analysis
_____ payment gateways are those that direct your user away from your e-commerce website.	Shared	Hosted	Sponcered	Configured
The _____ first tries to get password, log in ID and user name of the person logging into remote machines.	Hacker	Thief	Sniffer	Coder
_____ is the ownership of the original work created by an author.	Copyright	Trademark	Tagline	Logo
_____ is a particular mark,logo,word, symbol in order to distinguish a product from other products.	Copyright	Trademark	Creative	Template
Taxation rules for online transactions are _____ in different countries.	Different	Same	Identical	Similar
_____ is not a type of domain name dispute.	Cyber squatting	Identical domain name	Concurrent claims	Key piracy
_____ registration is required for creating domain names now.	Copyright	Trademark	Tagline	Logo
_____ elaborates on internet offences, penalties and breaches.	IT Act 2000	Companys Act 1956	THE GI BILL OF RIGHTS (1944)	Civil Rights Act (1964)
Vodcast is a podcast in a _____ form.	Written	Print	Video	Blog
Users spend a lot of time searching for information _____ using smart phones.	Books	Magazines	Online	Offline
In a vodcast, the viewers select the content and are therefore they are _____ in it.	Disinterested	Bored	Interested	Forced
_____ is very popular platform used for creating and sharing video.	Snap chat	Twitter	LinkedIn	YouTube
It is important to _____ which social media platform is most used by the target audience.	Eliminate	Forget	Understand	Ignore
Remarketing is also called _____.	Retiring	Remitting	Remodeling	Retargeting
The word 'Podcast' is a combination of two words _____ and broadcast.	I phone	Photo	IPad	IPod

The _____ appeal of videos makes it the most liked form of content marketing.	Written	Visual	Audio	Complicated
I want to _____ moment is when a user is looking for buying from a nearby offline store.	Go	Do	Buy	Know
Increased reach, time saving, measureable success, low cost are _____ of online advertising.	Demerits	Challenges	Advantages	Disadvantages
Digital marketing done on the social media platform it is called as _____ media marketing	Broadband	Broadcast	Society	Social
Digital marketing is the faster and effective mode of _____.	Conflict	Enmity	Communication	Miscommunication
Google Home is the examples of _____.	Voice Search	Personalization	Chatbots	Augmented Reality
Main objective of encryption is to _____ the secrecy of stored digital data	Protect	Disclose	Open	Attack
_____ is a result of encryption performed on plaintext using an algorithm	Ciphertext	Dycryption	Cryptography	Word file
CUSTOMER RELATIONSHIP MANAGEMENT				
_____ type of customer is the most empowered kind of customer.	content streamer	savvy maximiser	secure traditionalist	undaunted striver
_____ type of customer just knows what they want .	content streamer .	Secure traditionalist	undaunted striver	savvy maximiser
_____ is not a component of CRM	people	technology	information	Money
CRM works on increasing _____	Loyalty	Finance	Manpower	Machines
A Central _____ is available to all employees to view and update customer data .	database	system	file	access
High degree of _____ is required to build strong relationship with customers.	service	rapport	detachment	involvement
_____ are those untapped class of customers who have not done any transaction with the firm .	acquaintance	strangers	friends	advocates
The profitability of customers is becoming _____ than the profitability of products .	more important	less important	self important	un important
_____ competition and increased customer power have driven companies to pursue a variety of new strategies .	Moderate	lesser	Strenuous	Intensified
CRM provides an excellent understanding of customer requirements and leads to better _____.	employee morale	political understanding	relationship with customers	relationship with shareholders.

CRM increases returns on marketing investments through accurate targeting and _____ marketing.	many to-many	One-to-one	One-to- many	many-to-one
CRM has various legal aspects and _____ issues to be considered during its implementation .	ethical	historical	geographical	personal
_____ CRM provides support to front office business processes.	Collaborative	Operational	Analytical	Strategic
_____ customers have every intention of continuing to do business with you and they have a positive attitude toward your company.	Unethical	unknown	loyal	dissatisfied
A _____ desk is situated mostly near the entrance to the store.	Customer service	Debtors service	Government service	Basic service
_____ marketing is also customer specific marketing.	Local	District	State level	Event based
_____ is an electronic system whereby data collected at the checkout point will help the enterprise to serve the customers better.	E-CRM	Customer service	POS	EPOS
_____ is the most effective initiative of an enterprise in making a customer more loyal to the brand.	occasional price discounts	Customer service	Customer survey	Customer EPOS
Excessive cross-selling irritates customers and is known as _____.	Over touching	Under touching	Equal touching	Flexible touching
A problem a customer has with a service can be called as _____.	Goodwill	Product failure	Service failure	Service improvement
Which one of the following is not a principle of effective complaint handling ?	Partiality	Fairness	Transparency	Awareness
_____ routing is a unique capability that combines the power of routing with workforce management solution.	Workforce	Skill based	Queue based	Service level
Number of customers or potential customers who will help in company's growth is classified as _____	Customer base	Retailer base	Customer attrition	Marketer's base
Any occasion on which brand or product is encountered by end customers is called _____	Company touch point	Customer touch point	Retailers touch point	Relationship touch point
Customized products and services for customers and interaction with individual customers are part of _____.	Retailer's management	Customer relationship management	Company relationship management	Supplier management
Who are the most important people for any organization?	Employee	Family	Customer	Competitors

An optimized customer experience provides insight and is utmost valuable for revenue and _____.	Retention	Price	Recall	Profit
An online support mode in which people clear their doubts through chatting with customer care representatives is known as.	Telephonic Conversation	Live Chat Support	Email Support	Direct approach
What is the final aim of CRM ?	Customer Retention	Customer loyalty	Customer Profitability	Customer Satisfaction
A Satisfactory post purchase experience with a product or service given an existing pre -purchase expectation, is a definition of.	Customer Satisfaction	Customer Retention	Customer loyalty	Customer Profitability
What is far more cost effective than recruiting the new customers?	Retaining customer	Loyalty customer	Satisfaction customer	Not retaining customer
Under what category of approach to customer services, can Anticipatory Services be included ?	Push approach	Pull approach	Proactive approach	Direct approach
In service profit chain, what is a direct result of very high customer satisfaction.	Profit	Loyalty	Value	care
In Objective of a CRM strategy , which is the first and foremost CRM objective of an organisation.	360 degree customer view	Process improvement	Shared Customer Knowledge	Trend of promotion
When good employees remain in service for a long period, it is termed as _____.	Employee Productivity	Employee Loyalty	Employee Satisfaction	Employee Value
Automobile manufacturers focus on .	Up selling	Cross selling	Direct selling	Indirect selling
Customer acquisition techniques changes with?	Product change	Customer needs	Technological change	Service change
Which is the strategy of winning back an customer.	Rebranding	Retention	Acquiring	Selling
One of the best strategy to acquire new customers is by performing_____.	Personal Selling	Email	SMS	Promotional campaigns
Which strategy aims at prospects, not customers?	Acquisition Strategy	Retention Strategy	Win Back Strategy	Customer Strategy
Which one of the following is not a requirement of e-CRM ?	internet-access	web-based technology	decentralized information	coverage of maximum customers
Which one of the following is an outcome of e-CRM?	increase in manual processes	decrease in total revenues	inability to cover large number of customers	improvement in business performance

Which one of the following can not be considered as the basic applications of technology required for implementing e-CRM ?	maintaining a data warehouse	identifying customer profitability	providing slow customer service	maintaining effective communication with the customers
Which one of the following does not fall under the three levels of e-CRM ?	Foundational Services	Value-added Services	Customer-centred Services	Self Service
Under 'Case Managemnet' in customer relationship management, each customer enquiry is routed to _____.	any agent who if free at that time.	the senior most agent in the enterprise.	the agent with the relevant skill and competency.	the junior most agent in the enterprise.
ERMS stands for _____.	Efficient Retail Measurement System	Email Response Management System	Effective Retail Management System	Exceptional Retail Marketing System
The set of procedures followed to deal with potential problems in a variety of contexts is known as _____.	activity management	email response	escalation	mobile relationship
Contract management is the management of contracts made with _____ customers, vendors, partners, or employees.	customers, vendors, partners, or employees	customers, investors, partners, or employees	customers, vendors, partners, or shareholders	competitors, vendors, partners, or employees
The young generation of customers today expect service delivered through _____.	conventional methods.	their channel of choice	public distribution system	small outlets
CRM is a business strategy used by an organization _____.	to build relationship with its employees.	to develop relationship with its customers	to satisfy its shareholders	to fulfil legal obligations.
FINANCE ELECTIVES				
INVESTMENT ANALYSIS AND PORTFOLIO MGMT				
_____ investor prefers investment with comparatively lower risk	Risk Aggressive	Risk Neutral	Risk Averse	Risk Seeker
Bank deposits have no scope of _____	Interest Payment	Capital Appreciation	Liquidity	Security
_____ is a trust that pool savings of a number of investors who share a common financial goal.	Family Trust	Mutual Funds	Living Trust	Revocable Trust
Universality and liquidity of _____ is unparalled.	Real Estate	Gold	Art	Car
ELSS has a lock in period of _____ years	3 years	5 years	2 years	8 years
Aim of equity oriented schemes is _____	Capital Appreciation	Regular Income	Steady Income	Less Risk

_____ is an advantage of online share trading	Real Time Monitoring	Addictive	Good Relations with Broker	Less Mistakes
_____ funds are debt funds that invest in Government securities	Gilt	Index	Liquid	Specific
_____ are stocks of companies in the early stage of development	Penny Stocks	Large cap Stocks	Mid Cap Stocks	Small Cap Stocks
Treasury Bill is a _____ instrument	Risk free	High Risk	Average Risk	Unsafe
Real Estate is _____ hedge against inflation	Good	Poor	Average	Useless
Inefficient management is a source of _____	Nonchangeable risk	Nondilutable risk	systematic risk	Unsystematic risk
In situation 1,2,3,4,with probabilities at 0.2,0.15,0.40,0.25 and returns -13 %,16%,32%,and 12% respectively, mean return is	15.60%	25.60%	35.60%	5.60%
In situation 1,2,3,4,with probabilities at 0.2,0.15,0.4,0.25and returns -4 %,-2%,21% and 20% respectively mean return is	1.30%	22.30%	21.30%	12%
Sold at Rs. 8000 March 2020 ,Shares bought in March 2017 at Rs 6000.Dividends recd.per year Rs.500.HPR and ARR IS.....	19.44% and 50% respectively	58.33% and 19.44% respectively	19.44 and 33.58% respectively	58.33% and 44.19% respectively
Bought shares at Rs.35000 and sold at Rs.25000 after holding for 3 years ,dividends received 500 per year HPR and ARR is.....	HPR (28.24%) and ARR(10.8%) respectively	HpR (8.10%) and (28.44%) respectively	Hpr (24.28) and Arr (8.10) respectively	HPR (10.8%) & (28.24%) respectively
Bought shares at Rs.1,00,000 and sold at Rs.50,000 after holding it for 5 yrs,Dividends received NIL the HPR&ARR is.....	(10%) and (50%) respectively	(50%) and (10%) respectively	(45%) and (05%) respectively	(5%) and (55%) respectively
This risk is considered to be non-dilutable risk and to be faced upon when it emerges	Business risk	systematic risk	Financial risk	Default risk
A measure of "risk per unit of expected return"	Range	variance	variation	coefficient of variation
Systematic risk is concerned with_____	most controllable variables	least controllable variables	Uncontrollable variables	Tiny controllable variables
Beta is a common measurement in which we find _____	market risk not compared to individual risk	market risk compared to Individual portfolio risk	market risk compared to Luck	market risk compared to the fate

Reinvestment risk is all about this aspect_____	Principal Investment	capital investment	Reinvestment of gains done at low level	Reinvestment not done at all
_____ is the degree of variance in returns an investor is willing to allow in a portfolio	Risk Mitigation	Risk assessment	Risk aversion	Risk Tolerance
Bought shares on April 1st 2014 Rs.25000 and sold at Rs.12,500 on 31st March 2018,Dividend per year recd. Rs.750,HPR ARR....	83% and 95% respectively	(38% and 9.5%) respectively	(5.9% and 83%) respectively	(83% and 59%) respectively
_____ means marketability of an investment	Safety	Risk	Liquidity	Return
_____ is a not measure of economic activities	Culture	GDP	Tax structure	Price level and inflation
_____ is also called financial leverage ratio	Liquidity ratio	Solvency Ratio	Profitability ratio	Efficiency ratio
Which of the following is not part of technical analysis	put/call ratio	P/E ratio	support level	Trendline
_____ is not a chart pattern	Insider Trading	Head and shoulders	Cup and handle	Triangle
Forecast of _____ directly affects the forecast of returns in the fixed income market	Interest rate	risk	return	Liquidity
_____ refers to the government's spending and tax action and is part of demand side management.	Monetary policy	Fiscal policy	Tax structure	Price level and inflation
_____ is a distinct formation on a stock chart that creates a sign of future price movements	Chart Design	Chart Pattern	Chart Diagram	Chart Paper
The technical analysis tool used in discovering short term over purchased or over sold conditions	Oscillators	Moving Average	Candlestick chart	Bar chart
_____ approach provides a systematic search for optimal portfolio	Dow	Interior decorating	Matrix	Markowitz
A basic assumption of technical analysis in contrast to fundamantal analysis is_____	A stock price approach its intrinsic value over time	Security prices moves in pattern which repeat over long period.	Financial statement provide information crucial valuing a stock	the stock market is ineffecient
_____ is a momentum oscillator that measures the speed and changes of price movement.	Relative Strength index	Advance decline ratio	Odd lot theory	Moving average
Time interest earned ratio is the example of _____	Coverage ratio	Profitability ratio	Efficiency ratio	Liquidity ratio
Gold Ltd has 125000 equity shares , 350000 NPAT. it has 50000. 10% pref shares of Rs. 10 each. Calculate EPS.	Rs. 2.4 per equity shares	Rs. 4 per equity shares	Rs. 2.8 per equity shares	Rs. 3.6 per equity shares
_____ EMH assumes the rate of return on the market independent.	weak	strong	semi-strong	market

_____ test forecasts returns based on historical data.	Event	Time series	Fundamental	Trading
If the expected return is 15% and Return as CAPM is 15% then what should be your strategy?	Selling	Buying	Holding	Valued
The portfolio comprises several _____ securities.	Different	Same	Individual	Mix
If the Actual return is 11% and expected return is 11.3%. Calculate portfolio return as per Jensen's measure?	1.25%	1.75%	0%	-0.3
In _____ reaction waves shall move against the direction of the basic movement	Impulsive Pattern	Corrective pattern	Base pattern	Chart pattern
Beta reflects the stock risk for investor which is usually _____.	collective	individual	liner	weighted
Under _____ Strategy, is the adjustment of the portfolio according to certain predetermined rules and procedures designated as formula plans.	Revision	Active revision	Passive Revision	Evaluation
The sale and purchase of assets in a existing portfolio over a certain period of time to maximize the return and minimize the risk is called as _____.	Revision	Rehersal	Retention	Evaluation
In _____ waves shall move in the direction of the basic movement	Impulsive Pattern	Correlative pattern	Corrective pattern	Chart pattern
If the risk-free rate is 10%, the beta is - 0.187, and the rate of return of the market portfolio is 15%, what is the expected return as per CAPM will be _____%.	9.07%	12%	10%	9.80%
_____ market line divides required returns on a stock into risk free rate and risk premium.	Capital	Security	Aggregate	Beta
RISK MANAGEMENT				
.....refers to the amount one would anticipate to receive on an investment.	Realized Return	Expected Reurn	Higher return	Lower return
Standard deviation is.....	square root of variance	under root of variance	equal to variance	half of variance
Investment in equity shares has.....	high risk	low risk	moderate risk	no risk
Investment in equity shares have.....	high risk & high return	Low risk & low return	High risk and low return	Low risk and high return
Beta is a measure of.....	Volatility	Probobility	Realized Return	Expected Reurn

.....is a type of investor who is willing to take high risk.	Aggressive Investor	Risk Averse Investor	Moderate Investor	Risk Neutral Investor.
Risk _____ is a quantified loss potential of a business.	evaluation	analysis	measurement	exposure
The level of risk that an organisation is ready to accept is called the risk _____	exposure	appetite	measurement	analysis
If Return on security for 1 to 5 years is 35%,38%,4%,40%,43%, what will be the expected return?	30%	36%	38%	39%
Stock A has standard deviation has 10 % and stock B has standard deviation has 14 %,which stock would you prefer?	Stock A	Stock B	both	None
Forward contracts are _____ in nature.	Standardized	Customized	Exchange traded	Less riskier
_____ involves swapping only the interest related cash flows between the parties in the same currency.	Interest rate swaps	Currency swaps	Equity swaps	Commodity swaps
_____ is a transaction in which two parties exchange an equivalent amount of money with each other but in different currencies.	Interest rate swaps	Currency swaps	Equity swaps	Commodity swaps
In SWOT analysis, O stands for _____	Overtime	Opportunities	Organization	Outbreak
Negative events represents _____.	Risks	Opportunities	Strengths	Area
_____ is a security with a price that is dependent upon one or more underlying asset.	Share	Bond	Derivative	Debenture
The value of derivative is determined by the fluctuations in the _____ assets.	Fixed	Underlying	Current	Fictitious
_____ means the risk response strategy of taking actions to reduce the impact of risk.	Risk Avoidance	Risk Reduction	Risk Sharing	Risk Acceptance
_____ means the risk response strategy of taking actions to transfer the risk to other party.	Risk Avoidance	Risk Reduction	Risk Sharing	Risk Acceptance
_____ requires management to consider both internal and external factors that could give rise to an event.	Internal Environment	Objective Setting	Event Identification	Risk Assessment
_____ may positively or negatively affect an entity's ability to implement its strategy and achieve its goals	Internal Environment	Objective Setting	Event Identification	Risk Assessment
_____ represents the total amount of the risk in the absence of any management actions.	Inherent Risk	Residual Risk	Information Risk	Control Risk
The two types of options are _____	Call and Put	Long and Short	Spot and Future	Cross and Put
_____ means an option which can be exercised only on expiration day.	American Option	European Option	In the money Option	At the money option

A positive stakeholders brings ____ & it leads to the success of the project.	Affirmation	Narration	Positivity	Conclusion
____ is the identification, assessment & prioritisation of risk.	Risk measurement	Risk assurance	Risk governance	Risk management
The objective of project is not to fulfil the ____ requirements.	suppliers	Competitors	customers	shareholders
Restoring a policy holder to his pre-loss financial position means _____.	Contribution	Indemnity	Goodwill	LiquidAsset
The risk that arises because of magnitude of cash flow due to change in output and input prices is known as _____.	Credit Risk	Particular Risk	Business Risk	Price Risk
It is important for the organisation to understand every stakeholder's need & expectation at the _____.	Last stage	not important	whenever required	early stage
_____ that monitors financial risk & financial reporting issues.	a corporate function	A Financial function	a design function	a controller function
Risk Management is applied theory whereas governance is the _____ of theory.	creation	relativity	mechanism	Technical
_____ is a department or an organization of people within a company that is tasked with providing unbiased, independent reviews of systems, business organizations, and processes.	Internal Audit	External audit	Annual audit	sample audit
_____ is considered as a part of project.	sponsors	accountant	competitors	tax payers
_____ will always be influenced by financial considerations.	Subjective Risk	Acceptable Risk	Pure Risk	Speculative Risk
_____ risks are those which present the possibility of a loss or no loss but not a profit.	Subjective Risk	Acceptable Risk	Pure Risk	Speculative Risk
Which of the following is NOT a type General Insurance Policy?	Motor Insurance	Health Insurance	Marine Insurance	Term Insurance
Ensuring that one has all the required documents after hospitalisation, is required to make claims under _____.	Reimbursement basis	Cashless basis	Install ment Basis	Both a & b
There are _____ stages in the fire insurance claim procedure.	Six	Seven	eight	nine
Insurance helps to	Prevent adverse situations from occurring	Reduce the financial consequences of adverse situations	Negate all consequences of adverse situations	Make assets continuously productive

The principle of average applies when the value is _____ in the proposal	Understated	Overstated	Not ascertainable	Negligible
Which of the following terms matches closest with 'Family Floater'?	Health insurance	Property insurance	Accidental injury	Consequential loss
In cases where a Life Insurance Agent collects the premium from the policyholder and remits it to the insurer's office, he is acting as an agent of _____	IRDA	the Policyholder	the Insurance Company	the general public
..... may be described as a social device to reduce or eliminate risk of loss to life and property.	investment	saving	loan	insurance
Which of the following is an important reason for insurers to sell life insurance policies through agents?	The benefits of life insurance policies are simple and clear to all	Agents have to earn their commissions	Agents have to meet their marketing targets	Many people require personalized guidance for selecting the right policy
Which section of Insurance Act, 1938 grants power to IRDA to frame regulations?	Section 114A	Section 111B	Section 110A	Section 112B
The headquarter of Insurance Regulatory and Development Authority of India (IRDAI) is in which city?	Mumbai	New Delhi	Hyderabad	Kolkata
What is the function of IRDA?	Plan for Financial Inclusion	Provide relief packages to the Farmers	Regulate insurance business in India	Hiring & Purchasing assets
IRDA stands for:	Indian Regulatory Development Authority	Insurance Regulatory Development Authority	Investment in Insurance Regulatory Development Authority	Investment in Insurance regulatory Development Authority
_____ is an agreement where two parties agree to exchange a set of future cash flows periodically for a specified period of time.	Interest rate swaps	Currency swaps	Equity swaps	Commodity swaps
WEALTH MANAGEMENT				
_____ is defined as the relationship between an advisor and an individual or a household.	Wealth Management	Investment Management	Corporate Management	Risk Management
_____ involves an analysis of various choices that can be made today to help provide for future finance.	Investment Planning	Tax Planning	Retirement Planning	Insurance Planning

_____ is a person or firm that has agreed to act for and on behalf of someone else in a role and manner that produces a relationship of trust and confidence.	Financial Advisor	Wealth Manager	Fiduciary	Beneficiary
Cash flow statement is classified into _____ activities.	2	3	4	5
_____ helps to know the liquidity positions of the company.	Cash flow analysis	Portfolio analysis	Fund flow analysis	Insurance planning
In _____ stage, an individual should maximise his investment.	Early years	Middle years	Leading to retirement	Retirement years
In cash flow statement, sale of fixed assets is an example of _____ activities.	Financing	Investing	Operating	Managing
_____ is the annual percentage return realized on an investment, which is adjusted for changes in price due to inflation or other external effect.	Real rate of return	Forecasting interest rate	Interest rate	Nomial interest rate
_____ interest rate stays the same over the life of a loan.	Fixed	Variable	Amortized	compound
_____ is an agreement whereby property is legally owned and managed by an individual or corporate as trustee for the benefit of another.	Will	Deed	Trust	Tax
The _____ gives the investors a clue concerning the future course of interest rate.	Yield Curve	Demand curve	Downward sloping curve	Lines that plots interest rate
In Cash flow Statement, _____ activities is related to assets of the company.	Managing	Operating	Financing	Investing
Under life cycle management, when should individual have growth oriented investment for long term.	Retirement years	Early years	Middle years	Leading to retirement
_____ provide Life cover with no saving profit components.	Term Insurance Policy	ULIPs	Endowment Plan	Whole life Policy
_____ is the variant of the traditional endowment plan.	ULIPs	Money back	Term Insurance	Whole life
_____ covers all damages and liabilities to a vehicle against various on-road and of-road emergencies.	Motor Insurance	Fire insurance	Fidelity insurance	Credit insurance
_____ means insurance against any loss caused by fire.	Fire insurance	Marine cargo.	Bruglary insurance	Fidelity insurance
Under _____ mediclaim policy, one gets coverage for his or her family as well.	Individual	Family floater	Senior citizen	Critical illness

The principle of _____ states that the person getting insured must have insurable interest in the object of insurance.	Atmost good faith	Insurable Interest	Indemnity	Subrogation
_____ applies to debt investment such as bonds.	Credit risk	Debit risk	Planned risk	Call risk
To drive a/an _____ assets allocation, the economic model should take individual's life situation into account.	Minimum	Operating	Optimal	Casual
_____ is an important component in assessment of the prospects of an investment.	Interest	Risk	Assets allocation	Insurance
_____ type of investor wish to adopt a diversified portfolio to somewhat protect them from inflation and tax.	Type A investor- conservative	Type B investor- Moderatly conservative	Type C investor- Balanced	Type D investor- Moderate growth
_____ protects organization from loss of money or security from crime.	Burglary Insurance	Fidelity insurance	Credit insurance	Crop Insurance
Bonds are sometimes called _____ investment.	Fixed saving	Hedging	Foreign invetment	Longevity
_____ insurance covers goods, freight, cargo, and other interest against loss or damage during transit by rail, road, sea, and or air.	Marine cargo Insurance	Health Insurance	Fire insurance	Motor Insurance
_____ risk is the risk of investment decline in value because of economic development or their event that affect the entire market.	Market	Liquidity	Concentration	Currency
_____ is the difference between the asset and the liability of an individual or a company.	Capital employed	Total assets	External liability	Networth
Bonus issue is made only to _____.	Directors	New shareholders	Employees	Existing shareholders
Proposed dividend is _____.	Current assets	Reserve	Current liability	Fixed liability
Loss from speculation business can be set off against _____ income.	Other source	Business	Speculation business	Capital gain
Under Will, the person who directs for the distribution of his assets upon death is called as _____.	Testament	Testator	Testa	Willer
_____ refers to relationship where property is held by one party for the benefit of other party.	Estate planning	Will	Trust	Insurance
Which ratio indicates immediate solvency position of the company?	Current ratio	Debt Equity ratio	Quick ratio	Capital gearing ratio
Mr. Sushant has a total tax liability is Rs.8,000. Find his 3rd installment amount payable.	Rs.2400	Rs.1200	Not Applicable	Rs.6000

Loss from house property can be carry forward to _____ year.	8	4	2	Indefinite
How many assessment years for which an unabsorbed depreciation can be carried forward for set off?	4 years	6 years	8 years	Unspecified period
Given; Dividend per share = 1.85, market price share = 35, Earning per share = 5. Find dividend yield ratio.	5.28%	14.28%	6.30%	15.20%
Given; Share capital = 40, proposed dividend= 40, No. of equity share = 25. Find Dividend per share.	Rs. 1.6 per share	Rs.0.6 per share	Rs.2.6 per share	Rs.2 per share
Under income Tax Act, there are _____ heads of income.	3	5	4	6
_____ refers to paying a part of taxes before the end of the financial year.	TDS	Rebate	Advance tax	Surcharge
Income Tax Act came into force on_____.	1941	1986	1961	1960
_____ is unknown for most of the people.	Life Insurance	Employee Pension Scheme	Final Salary Pension Scheme	Stakeholder Pension Scheme
Under Income Tax Act, Section 80 D related to _____.	Investment	Interest on higher education loan	Pension plan of LIC	Medical insurance
_____ allowance is aimed to compensate for the rise in cost of living.	Conveyance	Travelling	Dearness	House Rent
_____ annuity received premiums and investment charges for payout at a later time.	Indexed Annuity	Qualified Annuity	Immediate Annuity	Deferred Annuity
Which one of the following is NOT an investment Option under Section 80C?	Life Insurance Premium	Public Provident Fund	Sukanya Samridhi Scheme	Medical insurance premium
Mr. Sonu has a Short term capital loss Rs. 18,000, Long term capital gain Rs.10,000, Income from business Rs. 10,000. Find total income.	Rs.2,000	Rs.10,000	Rs. 18,000	Nil
Mr Vaibhav aged 41 has income from Capital gain Rs. 5,00,000 and salary Income of Rs.8,00,000. He paid LIC premium of Rs. 70,000 and Mediclaim policy of Rs.20,000 for self and Rs.16,000 for dependent parents. He contributed Rs.45,000 to PF. Compute his Net Taxable Income.	Rs.11,65,000	Rs.11,49,000	Rs.11,60,000	Rs. 11,55,000
Mr. Shaun has annual income of Rs. 4,25,000 for the A.Y 2019-20. He paid LIC premium of Rs. 50,000, Mediclaim Premium in cash Rs. 20,000 and PPF investment of Rs.50,000. What will be his Net Taxable Income?	Rs.3,25,000	Rs.3,05,000	Rs.5,05,000	Rs.5,25,000

DIRECT TAXATION				
An Indian company having control and management of its affairs situated wholly outside India, shall be _____.	Resident in India	Non-resident in India	Not ordinarily resident in India	Both ordinary resident and not ordinary resident in India
Mark Waugh, a foreign national visited India during previous year for 180 days. Earlier to this he never visited India. Mark Waugh in this case shall be :	a resident and ordinarily resident	a resident but not ordinarily resident	a non-resident	Indian Citizen
Income which accrues outside India from a business controlled from India	is taxable only for a non resident	is not taxable only for a non resident	is taxable only for a resident and ordinarily resident	is exempt in all cases
During the previous year 2019-20, if Mr. Rahul Dravid satisfies any of the basic conditions and satisfies both the additional conditions, then he shall be considered as _____	Non-Resident	Resident but Not Ordinarily Resident	Resident and Ordinary Resident	Foreign National
Mr. Brett Lee, an Australian citizen, came to India on 27.07.2018 and left India on 28.05.2019. For the assessment year 2019-20, he is a _____.	Resident and Ordinary Resident	Resident but Not Ordinarily Resident	Non-Resident	Indian Citizen
Income is defined u/s _____	2(7)	2(24)	2(8)	2(9)
Government employees are _____ on receipt of Commuted Pension.	Fully taxable	Fully exempted	Partial taxable	Partial exempted
Definition which are definite, specific, complete and full are called as _____ definitions.	Exhaustive and Inclusive	Proviso	exhaustive	inductive
Prof. Amit Singhania is _____	an Company	an Individual	a Firm	an Association of person
_____ of the Income Tax Act, 1961 gives the definition of various terms.	Section 2	Sub-section	Clause	Manager
Income should be real and not _____.	Fictional	Capital Gains	wards	80 U
Municipal value of a house is ₹18,000, Fair rent ₹20,000, Standard rent ₹22,000. Net Annual Value is	20,000	18,000	24,000	22,000
Municipal value of Mannat residence of Shahrukh Khan , who currently stays there is ₹200 crores . Net Annual Value of Mannat which is self occupied is	200 crores	200 crores - 30%	As per valuer Certificate	Nil

Out of the following which is a Rental Income?	Sub-letting of a house	Letting of an office building	sale of House at profit	Purchase of House Property
In Let out Property, Municipal taxes have to be deducted from the NAV	Never	Sometimes	Always	Depends on Income tax Commissioner
Mr. Amit has Four house properties. All are self occupied. The annual value of all the houses shall be NIL. This statement is _____	TRUE	FALSE	Depends on Assessee	Depends on Income tax Commissioner
Maximum Standard Deduction allowed for let out property is _____	1/3rd of NAV	1/3rd of GAV	30% of NAV	30% of GAV
Profession tax deduction is allowed under section _____ of the Income Tax Rule .	16 (iii)	24	10	57
Exemption related to Commutation of pension is covered Under section _____ of Income tax act.	10(1)	10(10)	10(10A)	10(10AA)
The life Insurance Policy taken by a person on the life of another person who is connected & key to the business as employee is called _____	Keyman Insurance policy	Key Insurance Policy	LIC	Employed Insurance
Mr. M, a Government employee gets Rs. 20,000 per year as entertainment allowance out of which he spends Rs. 2,000 for official purpose; Rs. 3,200 for personal purposes & save the balance Rs. 14,800. Basic salary amounts to Rs. 60,000. Compute the taxable entertainment allowance.	5,000	10,000	15,000	20,000
Mr. R is employee in ABC Ltd. and the employer has paid him children education allowance of Rs. 275 p.m. per child for three children. In this case, taxable amount shall be Rs. _____	6,300	7,500	2,400	2,700
Remuneration received by partners from partnership firms is Included under the head _____	Income from salary	income from Business	Income from house property	Income from other source
Ramu who is entitled to a salary of 10,000 p.m. took an advance of 50,000 against the salary in the month of March 2020. The gross salary of Ramu for assessment year 2020-21 shall be _____	1,70,000	1,20,000	50,000	70,000
Maximum Amount notified as exempt for Encashment of leave salary for a non government employee is _____	3,00,000	5,00,000	15,00,000	20,00,000
_____ is the licence from the owner of trade mark permitting another to use that trade mark for business	Licence	Franchise	Goodwill	Copy right

Interest on capital or loan received by a partner from a firm is _____	exempt u/s10(2A)	Taxable under business	taxable under capital gain	income from other sources
Mr.X earns net profit of Rs.50,000. Advertisement in political souvenir Rs. 5,000 is included in gross profit. Net taxable income under Business is _____	50,000	45,000	55,000	40,000
Contribution to provident fund by employer is allowed as expenses under _____	Income from salaries	Income from Business	Income from other sources	totally exempt
_____ is the charging section of income under business and profession	Section 28	Section 24	Section 15	Section 17
Any sum received by an employer from keyman insurance policy taken on the life of the employee shall be _____	exempt	Taxable under business	taxable in the hands employee	taxable under other sources
AR, manager of ABC Ltd. since 2002 was terminated by the company on 1st August 2018 by paying compensation of Rs. 200 lakh is _____	Chargeable under wealth tax act	not chargeable under Income tax	Chargeable under section 17	Chargeable under section 28
Mr. X paid Rs.10,000 as salary to employee without deducting the TDS, then _____ is disallowed as a business expenses	Rs.10,000	Rs. 5,000	Rs.7,000	Rs.3,000
Minimum holding period of capital asset acquired under section 35AD is _____	8 years	10 years	5 years	15 years
Period of holding for unlisted equity shares to be treated as short term capital asset is _____ months	12	24	36	48
Cost of long term debenture is _____	eligible for indexation	not eligible for indexation	Eligible, if cost is within ₹ 10,000	Eligible, if cost is within ₹ 20,000
Conversion of debentures into shares shall _____	be regarded as transfer for capital gain purpose	not be regarded as transfer for capital gain purpose	not a capital asset at all	partly regarded as transfer for capital gain purpose
For claiming exemption u/s 54, the assessee should transfer _____	any house property	a residential house property	Bonds & Debentures	a residential house property the income of which is taxable under income from house property
Cost of L&B purchased in 1981-82 = 25,000, FMV as on 1-4-2001 = 20,000, CII (2001-02) = 100, CII (2019-20)=289. What is the indexed cost of acquisition? _____	72,250	8,651	57,800	6,920

Gift of Rs.300000 received on 10th August 2019 through account payee cheque from a non-relative regularly assessed to income tax is _____	a capital receipt not chargeable to tax	chargeable to tax as income from other sources	chargeable to tax as business income	exempt up to Rs. 50000 and balance chargeable to tax as income from other sources
Income from letting of machinery, plant and furniture is -	always chargeable to tax under the head profits and gains of business and profession	always chargeable to tax under the head income from other sources	chargeable under the head income from other sources only if not chargeable under the head profits and gains of Business and profession	exempt from tax
The deduction allowable in respect of family pension taxable under income from other sources is	33-1/3% of the pension	30% of the pension or Rs 15000 whichever is less	33-1/3% of the pension or Rs 15000 whichever is less	Nil
The deduction in respect of interest on enhanced compensation of Rs.150000 received during the previous year 2019-20 would be	Rs.150000 being 100% of Rs 150000	Rs.75000 being 50% of Rs.150000	Rs.45000 being 30% of Rs.150000	Nil
Income under the head income from other sources is taxable on	Due basis	receipt basis	on the basis of methods of accounting regularly employed by the assessee	cash basis
family pension received by a widow of a member of the armed forces is subject to conditions	Exempt up to Rs.300000	Exempt up to Rs.350000	totally exempt under section 10(19)	totally chargeable to tax
In case of HUF, deduction u/s 80C in respect of life insurance premium, shall be allowed for :	Karta of HUF	Any member of HUF	Karta and Co-parceners of the HUF	None of the above
An assessee has paid life insurance premium of Rs 25000 during the previous year for a policy of Rs 100000 taken on 1/4/2004. He shall :	Not be allowed deduction u/s 80C	Be allowed deduction u/s 80C to the extend of 20% of the capital sum assured i.e. Rs 20000	Be allowed Deduction for the entire premium as per the provisions of section 80C	not allowed

Deduction in respect of contribution for annuity plan to certain pension fund under 80CCC is allowed to	Any assessee	Individuals only	Individual or HUF	COMPANY
Mr. Mohit Kapoor has income under the head salary Rs 75000, income from long term capital gains Rs 210000 and Lottery Price Rs 35000. Maximum amount of deduction under Ch. VIA shall be	RS 285000	Rs 320000	Rs 75000	Rs 50000
Deduction u/s 80E shall be allowed to	An individual who is resident or non-resident of India	An individual who is resident of India	An individual or HUF who is resident or non-resident	An individual or HUF who is resident in India
FINANCIAL ACCOUNTING				
claims not acknowledge as debts	is shown under Trade Receivables in the balance sheet of a company	is shown under Trade payable in the balance sheet of a company	is shown under provisions in the balance sheet of a company	is shown by way of a note to the balance sheet of a company under contingent liabilities
uncalled amount on partly shares	is shown under investments in the balance sheet of a company	is shown under share capital in the balance sheet of a company	is shown under provisions in the balance sheet of a company	is shown by way of a note to the balance sheet of a company under contingent liabilities
amount of arrears of cumulative dividends	is debited to the profit and loss a/c of a company as provision for proposed dividends	is deducted from pref.share capital in the balance sheet of a company	is added to pref.share capital in the balance sheet of a company	is shown by way of a note to the balance sheet of a company under contingent liabilities
unexecuted contracts on capital account	is shown as capital work-in-progress under fixed assets in the balance sheet of a company	is shown under share capital in the balance sheet of a company	is shown under loans and advance on the assets side in the balance sheet of a company	is shown by way of a note to the balance sheet of a company under contingent liabilities

in the notes on tangible assets of a company	gross block closing = opening WDV + Purchase - sales	gross block closing = opening gross block + Purchase - sales - Depreciation	gross block closing = opening WDV + Purchase - sales - Depreciation	gross block closing = opening gross block + Purchase - sales
in the notes on tangible assets of a company	Depreciation closing = opening Depreciation - Depreciation for current year + Depreciation on Assets sold	Depreciation closing = opening WDV + Depreciation for current year - Depreciation on Asset sold	Depreciation closing = opening Depreciation + Depreciation on Asset purchased during year + Depreciation on closing WDV	Depreciation closing = opening Depreciation + Depreciation for current year - Depreciation on Asset sold
in the note on tangible assets of a company	Net Block opening = closing net block - opening Depreciation	Net Block opening = opening gross block - closing depreciation	Net Block opening = opening gross block - current depreciation	Net Block opening = opening gross block - opening Depreciation
under which of the following heads is a claim against a company not acknowledged as debt shown	notes to balance sheet	current liabilities	current assets	secured loan
ranjit Ltd furnished the following information issued capital of 10000 share @Rs100 each called up capital of 8000 shares @Rs100 each calls in arrear final divided The amount of final divided paid to the shareholders was	Rs 100000	Rs. 72000	Rs. 80000	Rs. 75000
capital advances are required to be discussed under	long term loans and advances	capital work in progress	intangible assets under development	non current investment
the choice of rounding off to nearest hundreds or thousands is not available under the schedule 3 to	companies with turnover of INR 100 crores or more	companies with turnover less than INR 100	companies with turnover of INR 500 crores or more	companies with turnover between INR 50 and 100 crores
bank balance	current Assets (cash and cash equivalents)	current Assets (inventories)	current Assets (Trade Receivables)	current liabilities (other current liabilities)
current Assets (inventories)	current Assets (Trade Receivables)	current Assets (other current Assets)	current Assets	current Assets (inventories)

unclaimed dividend	current liabilities (other current liabilities)	current liabilities (Trade payables)	current liabilities (cash and cash equivalents)	current liabilities (Trade Receivables)
The time limit for collection of minimum subscription is	15 days	21 days	5 days	7 days
In case of shares commission cannot exceed:	3 % of issue price	5 % of issue price	7.5 % of issue price	2.5 % of issue price
Underwriting commission is paid at a specified rate on.....of the whole of the shares or debentures underwritten.	the paid up value	the redemption value	the market value	the issue price
In case of Debentures the commission cannot exceed	2.5 % of issue price	7.5 % of issue price	5 % of issue price	10 % of issue price
The applications which bear the stamp of underwriters are called as	Unmarked applications	Sealed applications	Marked applications	Clear Applications
Manik Ltd. Issued 50000 shares of Rs.100 each. 80% of the issue is underwritten by P,Q,R in the ratio of 2:1:1. Their Gross liability will be.....	P= 12500 shares, Q= 25000 shares, R= 12500 shares	P= 25000 shares, Q= 12500 shares, R= 12500 shares	P= 20000 shares, Q= 10000 shares, R= 20000 shares	P= 20000 shares, Q= 10000 shares, R= 10000 shares
Punit Ltd. Issued 30000 shares, 60% issue is underwritten by R and S in the ratio of 2:1. Their gross liability will be.....	R= 12000 shares, S= 6000 shares	R=6000 shares, S= 12000 shares	R= 10000 shares, S= 20000 shares	R= 20000 shares, S= 10000 shares
Nancy Ltd. Issued Equity shares. Amount devolving on underwriters is Rs.1500000, Amount subscribed by public Rs. 2500000. Underwriting commission will be.....	Rs.100000	Rs.62500	Rs.37500	Rs.200000
Company issued Preference Shares.Amount devolving on underwriters Rs. 200000, Amount subscribed by public Rs.200000. Value of underwriting commission is.....	Rs.10000	Rs.8000	Rs.6000	Rs.1000
Company issued shares of Rs. 1200000. Issue is underwritten by A,B and C in equal ratio. Rate of commission is 2%. Commission payable to A is.....	Rs.32000	Rs.8000	Rs.16000	Rs.20000
Company issued shares of Rs. 200000. Issue is underwritten by A,B and C in 1:2:2 ratio. Rate of commission is 2%. Commission payable to A is.....	Rs.1200	Rs. 4000	Rs.1600	Rs.800
..... Is the amount for which an asset could be exchanged, or a liability settled, between knowledgeable, willing parties in an arm's length transaction.	Purchase value	Time value	cost value	Fair value
When transactions are translated at the exchange rate prevailing on the date of the transaction, this exchange rate known as.....	Average rate	Repo-rate	Reverse-Repo rate	Spot rate

Balances of monetary item should be translated at the.....	Closing rate	Repo-rate	Reverse-Repo rate	Spot rate
Balances of the non-monetary items , valued at historical cost should be translated at.....	Closing rate	the exchange rate on the date of the original transaction.	Reverse-Repo rate	Spot rate
Exchange difference can arise according to AS-11 only in respect of	monetary items	non-monetary items	goods	investments
Exchange difference will not arise on.....	fixed assets	cash	debtors	creditors
Heena Ltd. Of India sold goods to Tony Ltd. Of USA Worth \$ 20000. Exchange rate was \$1= Rs.72. The journal entry will be	Tony Ltd A/cdebit Rs. 1440000, To Sales A/c Rs.1440000	Sales A/c Debit Rs.1440000, To Tony Ltd. A/c Rs.1440000	Tony Ltd. A/c debit Rs.1440000, To Heena Ltd. Rs. 1440000	Heena Ltd. A/c debit Rs. 1440000, To Tony Ltd. A/c Rs.1440000
M Ltd. Of India sold goods to A of America worth \$ 20000,on 20 th Nov,2020. Payment received on 25 th November, 2020. Exchange rate on 20 Nov: \$1= Rs.50, On 25th Nov: \$1= Rs.52. Difference due to exchange rate fluctuation is.....	Rs.40000	Rs.20000	Rs.10000	Rs.50000
Kajal ltd. Imported goods worth \$ 8000 from Doll Ltd. On 10/11/2020 when exchange rate was \$1= Rs.60. Payment made on 16/11/2020, when exchange rate was \$1= Rs. 61. Difference is.....	Rs.8000 loss	Rs.8000 profit	Rs.60000 loss	Rs.60000 profit
XYZ buys 200 debentures of nominal value of Rs 100 each of ICIC Ltd at Rs 98 (ex-interest) on 1-3-2012 form ABC interest @12% p.a. is to be paid half yearly on 30th June and 31st December	Nominal value of investment purchased is Rs 20000	nominal value of investment purchased is Rs 19600	Nominal value of investment purchased is Rs 20200	Nominal value of investment purchased is Rs 19800
XYZ buys 200 debentures of nominal value of Rs 100 each of ICIC Ltd at Rs 98(cum-interest) on 1-3-2012 form ABC interest @12% p.a. is to be paid half yearly on 30th June and 31st December	Nominal value of investment purchased is Rs 20000	Nominal value of investment purchased is Rs 19600	Nominal value of investment purchased is Rs 20200	Nominal value of investment purchased is Rs 19800
XYZ buys 200 debentures of nominal value of Rs 100 each of ICIC Ltd at Rs 98 (ex-boyfriend interest) on 1-3-2012 form ABC interest @12%p.a. is to be paid half yearly on 30th June and 31st December	XYZ has the right to claim interest of Rs 400	ABC has the right to claim interest of Rs 400	XYZ has the right to claim interest of Rs 2400	XYZ has the right to claim interest of Rs 1200

XYZ buys 200 Debentures of nominal value of Rs 100 each of ICIC Ltd at Rs 98(ex-interest) on 1-3-2012 from ABC interest @12%p.a.is to be paid half yearly on 30th June and 31st December price paid by XYZ towards capital is	Rs 20000	Rs 19600	Rs 20200	Rs 19800
XYZ buys 200 debentures of nominal value of Rs 100 each of ICIC Ltd at Rs 98 (ex- interest) on 1-3-2012 form ABC interest @ 20%p.a. is to be paid half yearly on 30th June and 31st December total payment made by XYX is	Rs 19600	Rs 20200	Rs 20000	Rs 19800
ABC sells 100 debentures of nominal value of Rs 100 each of ICIC Ltd at Rs 98 (ex-interest) on 1-3-2012 to XYZ interest @ 12% p.a. is to be paid half yearly on 30th June and 31st December nominal value of investment sold is	Rs 10000	Rs 10100	Rs 9800	Rs 9900
ABC sells 100 debentures of nominal value of Rs 100 each of ICIC Ltd at Rs 98 (ex- invest) on 1-3-2012 to XYZ interest @ 12%p.a. is to be paid half yearly on 30th June and 31st December amount received towards capital is	Rs 10000	Rs 10100	Rs 9800	Rs 9900
ABC sells 100 debentures of nominal value of Rs 100 each of the ICIC Ltd at Rs 101 (cum-interest)on 1-3-2012 to XYZ interest @ 12%p.a. is to be paid half yearly on 30th June and 31st December amount received towards capital is	Rs 10000	Rs 10100	Rs 9800	Rs 9900
when the rights are sold (without subscribing)	sale proceeds are credited to the investment account	sale proceeds are debited to the investment account	no entry is made in the investment account and sale proceeds are credited to the profit & loss account	none of the above
the cost of right shares is	added to the cost of investments	subtracted from the cost of investments	no treatment is required	none of the above
continuing profession development requirements is a	threat to compliance with a fundamental principle	Fundamental principle	safeguard against threat to compliance with a fundamental principle	None of the above

Whistle blowing is a	threat to compliance with a fundamental principle	Fundamental principle	safeguard against threat to compliance with a fundamental principle	None of the above
Ethics education at _____ stage instills in accountants fundamental knowledge on matters concerning professional values, ethics and attitudes.	1st	2nd	3rd	4th
According to the _____ view of corporate governance, Companies must consider the interests of not just the shareholder but also other	traditional	stakeholder	public	Business
Ethical _____ is the ability to recognize an ethical threat or issue when it occurs.	Knowledge	sensitivity	Judgement	Ethical behaviour
The principal of integrity requires the member to not allow bias conflict of interest or undue influence of other to override professional or business judgments.	Transparency	ethical behaviour	customer	professional behaviour
HR ELECTIVES				
STRATEGIC HRM				
HR strategy formulation is a _____ process.	simple	complex	accidental	non complicated
_____ is the first step in SHRM .	Forecasting	Strategy Formulation	control	Implementation
At a strategic level, HR people take on a _____ role.	Reactive	Proactive	incautious	passive
SHRM is concerned with the relationship between _____ resource and strategic management in an organisation.	mechanical	electrical	human	animal
_____ Role of HR professionals is concerned with the formulation of business plans.	Internal consultantancy	Monitoring	Strategist	Service provision
SHRM creates a _____ Work Environment.	Positive	Negative	Neutral	Unhealthy
Environmental Challenges are _____ to the organisation.	Internal	External	Accessible	Controllable
In Traditional HRM, Change initiatives are _____	flexible	fast	slow	systematic
High involvement Management model is concerned with _____ and involvement.	communication	performance	commitment	remuneration
_____ is one of the environmental challenge.	Productivity	Workforce diversity	Improving quality	Job insecurity

_____ is one of the limitations of SHRM.	Flexibility	Acquire valuable human capital	Clear direction	Focus on short term performance
The primary source for competitive advantage in SHRM is _____	People	Pattern	Technology	Process
_____ integration link, business, team and individual objectives.	Vertical	Functional	Horizontal	HR
_____ is one of the work practices.	profit sharing	gain ratio	job rotation	skill payments
_____ is one of the role of front line management.	Develop strategies	Define purpose	Change management	Managing operational costs
VRS is applicable to all employees including _____.	Daily wage labourer	Weekly earning workers	Working class employees	Executives
Choose any one of the following way to handle Employee shortage?	Hire new employees	Forecast manpower	T&D strategies	Recruitment strategies
Identify any one attractive retention strategies used in handling employee shortage?	Flexible hours system	Non financial benefits	Hiring new employees	Annual meeting
SHRM aims to achieve competitive advantage in the market through _____.	Process	Product	Price	People
KPI stands for _____.	Key Profit Indicator	Key Performance Indicator	Key Production Indicator	Key Product Indicator
_____ is known to be a steering wheel for strategic recruitment & selection.	The hiring strategy	The retention strategy	The business strategy	The recruitment strategy
_____ is considered as a strategic function.	Retention	Productivity	Recruitment	Planning
_____ needs arise due to contingencies like death, illness, resignation or accidents.	Unexpected	Planned	Anticipated	Business
_____ cause the increase in cost of recruitment budget.	High packages	Other benefits	Strategic Position	Job challenges
_____ monitors the organisation strategic recruitment & selection.	Lower management	Middle management	Senior management	Top management
The use of strategy in training & development requires that these are aligned to the organisational needs in order to achieve its _____.	Mission and objectives	Productivity	Employee objectives	Employee relation
Strategic HRD takes a broad and long-term view about how HRD policies and practices can support _____.	Business strategies	Production strategies	Retention strategies	Recruitment strategies
_____ is one of the advantages of strategic HRD.	Layoff	Encouraging employees	Training programmes	New policies

The investment of resources in strategic HRD benefits all _____.	Employees	Shareholders	Stakeholders	Workers
_____ strategy is used for retaining the top talents.	Business	Compensation	Recruitment	Retention
Human Resource policies are guidelines on the approach that the organisation intends to adopt in managing its _____.	People	Assets	Managers	CEO
_____ clearly define any terms used within the policy.	Definitions	Approval	Purpose	Evidence
To _____ candidates should be kept informed of the status of their application and notified if they are unsuccessful.	Meet the business requirements	Maintain Transparency	Ensure Credibility	Maintain Consistency
_____ policy are set out as the organisation's approach to the rights of employees to have their interest presented to management.	Employee relations	Implicit	General	Outsourcing
After seeking the policy approval the policy should be _____ using right kind of methods.	Achieve	Managed	Evaluated	Implemented
A good _____ should recognise individual differences and respect human dignity.	Outsourcing Policy	Redundancy policy	HR Policy	Compensation policy
Regular revival of the policies is _____ so as to make them suitable to the changing business environment.	not required	required	sometimes required	not mandatory
The _____ should be based on previous years' achievement, and must provide scope for the future development of the employees.	Compensation Policy	Health & Safety Policy	Appraisal Discussion	Redundancy Policy
_____ policies are guidelines on the approach that the organisation intends to adopt in managing its people.	Redundancy Policy	Outsourcing	Employee Voice Policy	Human Resource
The _____ should also clearly indicate to the employees the basis on which the promotion would be made.	Health & Safety Policy	Employee Voice Policy	Redundancy Policy	Policy
Outsourcing can also reduce a company's _____ cost.	Finance	Reward Policy	Overhead	Rules
The _____ process is flexible and innovative.	Policy-making	Reward Policy	Redundancy Policy	Human Resource
_____ means treating all employees fairly and Equally.	Evidence	Achieve objective	Communication	Equity
_____ influence its action on matters concerning the employees.	Communication	Management Philosophy	Evidence	Approval

HR Policy must provide a two-way communication system between the management and the _____	Government	Employees	Media	People
The balance scorecard is a _____ tool meant to help business manager their future growth, objectives and plans.	Methodological	Psychological	Sociological	technological
_____ that effectively design, implement and manage and improve evaluation process.	HR department	Financial department	marketing department	Functional department
A balance scorecard is a strategy and performance measurement tool that can be used by _____ resource to evaluate the efficiency of an organization.	Human	Financial	Physical	Intellectual
Before designing a scored card, the HR professional should understand _____ management goal and strategic for the enterprise.	Top level	Middle level	Lower level	Worker Level
_____ examines how your organization develops strategic objectives and action plans.	Strategic planning	Strategic control	Strategic coordination	Strategic centric
_____ event are highly effective tool to recruit qualified employee.	Special Marketing	Special planning	Special control	Special recruiting
_____ adopt federated approach which focus on the global market rather than on local market.	Coordinated federation	marketing hub	Transnational federation	Centralized hub
Human capital management highlight the importance of _____ and personality development for employees.	Hard Skill	Soft Skill	Administrative Skill	technical Skill
_____ audit is comprehensive evaluation of HR Strategies, practices, skills and systems in the context of business goal.	Operational	Financial	Human resource	Payroll
The origin of mentoring as a process _____ resource development can be traced to the concept of apprenticeship that emerged during the industrial revolution.	Human resource	mechanical	financial resource	Physical
Enhancing sales volume or retention indicate employee _____	unfair	Commitment	training	unethical
_____ seen when employee are committed to towards their work.	Educated	active	Engagement	Passive
Human resource planning is a part of _____ function of the organization.	Operational	managerial	Analytical	Control
Human capital management is _____	Set of practices	Set of theory	Set of rules	Set of controlling

Research and development methods used should provide _____ and reliable competency models.	incorrect	Valid	invalid	unethical
TALENT AND COMPETENCY MANAGEMENT				
Effective _____ management confers various benefits for the organization	knowledge	skill	performance	talent
The quality of organisation is the quality of _____ it possesses	workforce	lawyer	management	performance
Talent management helps the organization fulfil its _____ with the help of efficient and promising talented people	optional	regional	management	vision
Well structured talent management system leads to _____ of employees	local	skill	staff	retention
_____ is the theoretical and practical understanding of any subject	strategy	Knowledge	social	performance
_____ is a measurement of the actual performance of the employees in the job.	talent	Performance appraisal	on job	hiring
Talent management is:	In essence about a contract between the organisation and the employee	Also taking into account other factors that unlock value in the business	A combination of hard and soft issues	localization
When there is _____ talent management organization are able to create an employer brand	reasonable	performance	strategic	justice
The talent management approach begins with the _____ strategy and ends with a refined people and leadership plan.	factory	organizations	society	upgrade
Organizations also require rethinking their talent retention strategy to improve employee _____	retirement	program	retention	feature
Talent Review is also called _____ and communication process	unidimensional	talent evaluation	sucession	opportunity
Cost effective and practical compensation plan is required to not only ensure retention of the best talent but also face the _____ effectively	Competencies	compensation	competition	hiring

_____ refers to our collective understanding of what are "talent management" and also the school of thought pertaining to talent management that the management team has adopted.	Talent management system	talent management philosophy	talent management information system	talent management planning
Aligning the right person with the right role is the heart of _____	talent management	talent retention	performance management	talent acquisition
In CASAM approach, M stands for _____	measurement	management	manpower	maintenance
Candidates who qualify _____ round are invited to join the organisation.	Sourcing the talent	Understanding the talent	Recruiting the talent	Selecting the talent
Despite changes in the global economy, _____ remains a major concern of organizations.	appraisal	attitude	aptitude	attrition
_____ Talent Management Approach is an integrated approach which focuses on the skills and strengths of an organization's employees.	Inclusive	Organizational	Exclusive	Individual
_____ analysis provides the basis for determining whether desired outcomes are realistic based on time, money and human resources available to achieve them.	job	gap	goals	organisational
_____ Talent Management Approach is very cost effective.	Exclusive	Organizational	Inclusive	Individual
An Assessment process needs to be _____ as organizations have the tendency to make the assessment process complex unnecessarily.	developed	changed	complicated	simplified
_____ of Expectations have a better shot of meeting or exceeding that expectation.	Ambiguity	clarity	confusion	too much
The _____ ensures all key positions in your organisation have a formal, active succession plan in place.	Development plan	Retention plan	Assessment plan	Outplacement plan
_____ leadership gaps must be revealed well in advance.	Linient	Free	Weak	Potential
Talent management is also known as ___ capital management.	Human	Liability	Working	Current Assets
What among the following are the primary characteristics that information must process?	Relevance	Availability	Timeliness	Accuracy

Management information systems (MIS)___	create and share documents that support day-today office activities	process business transactions (e.g., time cards, payments, orders, etc.)	capture and reproduce the knowledge of an expert problem solver	use the transaction data to produce information needed by managers to run the business
What is linked with performance appraisal?	Job Design	Development	Job analysis	Organising
The training of employees during a job is called___	On the job training	Off the job training	Job instruction training	Jobless training
Which of these is the benefit of needs assessment?	Assessment makes training department more accountable	Higher training costs	Loss of business	Increased overtime working
The management information system (MIS) responds to the need for_____	electronic data processing	managerial information	accounting application	utility billing information
By using TMIS Companies can improve communication in between ___and Company strategies.	Government	Debtors	HR	Actors
Managers and ___level Employees play an important role in developing and retaining employees.	Lower	Top	Middle	Bottom
The person who ensures that systems are developed on time, within budget, and with acceptable quality is a	systems designer	project manager	systems owner	external system user
Which of the following is not a driver behind talent management software adoption?	The "war for talent"	The entrance of Millennials into the workforce	The departure of baby boomers from the workforce	Illiterate employees
An automated end to end process of managing and compensating the employees is called_____	Talent management	Retirement	Selection	Counselling
The following is not an issue of talent management?	Poor hiring strategies	Inexperience technology	Ineffective leadership	Improve efficiency of work
_____ models are essentially a framework for defining what success looks like across all roles and functions in the organisation.	Competition	Contempt	Competency	Casual
In critical incident technique, at the end of the year, a balance sheet for each employee is created to find how well the employee has_____.	Underperformed	Neglect	Omit	Performed
Within specific client segment the performance excellence is a _____to be perceived an attractive reliable form.	Prerequisite	Unnecessary	Non essential	Optional

Personal interview is an effective method for collecting relevant information and impressions about _____ employees.	Existing	Retired	Fired	Prospective
In competency mapping, identification of the department is the _____ step.	Last	Third	Fifth	First
Data analytics about employee's skills and knowledge are essential for _____ to avoid risk.	Incapability	Destruction	Performance	Deliberation
Assessment centers is a process that helps to determine the _____ of employees to specific type of employment .	Unfit	Unsuitable	Inapt	Suitability
A competency is broken down into _____ skills or task.	General	Specific	Vague	Universal
One of the most common detailers to any program implementation is not having the _____ from key organisational leaders and other stakeholders.	Sponsorship	Forfeiture	Competitors	Loss
Competencies are what people need to be _____ in their jobs.	Unsuccessful	Conflict	Successful	Confused
The training provided to the employees link to the _____ of the organisation as it leads to overall development.	Failure	Success	Dissatisfaction	Fall
_____ testing provides a consistent approach to measuring and quantifying a sample of _____ attributes.	Social	Financial	Behavioural	Marketing
_____ competency, which relates to technical qualifications needed for the job.	Soft	Management	Hard	Gap
PERFORMANCE MANAGEMENT & CAREER PLANNING				
_____ helps in guiding and coaching the managers which helps in the development of performance.	Inexperience	Naivety	Training	Unfamiliarity
PM is _____ in nature.	Participatory	Individual	Abstaining	Avoiding
_____ is the foundation for good performance management system.	Regular review	Goal setting	interim review	Annual appraisal
The reviews are _____ components of performance management system.	Critical	simplest	Easiest	Irritating
_____ give timely feedback to the individuals.	Goal setting	Development plans	Annual appraisal	Regular review
Performance Management is a _____ process.	One-time	Situational	Continuous	Two-time

PM involves the effective use of _____ in order to collect data, monitor performance and convey deired results.	Paperwork	manager	Technology	people
PM is linked with the _____ to avoid the diversion of focus from overall organization goal to only individual goal.	Compensation	Communication	Donation	Gratuity
_____ helps the employees to strengthen their current performance	Performance Management	job transfer	strategic mgmt	job rotation
Performance Management increases the _____ level of employees	Motivational	absenteeism	Management	communication
PM involves performance reviews focussing on the _____ rather than the past.	Morning	Future	Present	Yesterday
PM involves _____ use of technology in order to collect data, monitor performance and convey feedback	minimum	no	Effective	ineffective
_____ is the first step of Performance Management.	Performance managing	Performance Appraisal	Performance Planning	Performance Implementation
_____ method is also called as the ' free form' appraisal method.	Essay	Rating scale	Ranking	Checklist
The concept of MBO was proposed by _____.	Peter Drucker	Henry Fayol	Walters	Armstrong
After reviewing various aspects of employee performance, the next step is _____.	Setting performance standards	Performance Monitoring	Gap analysis	Develop action plans
_____ is the first step in the process of Performance Monitoring.	Development plan	Gap Analysis	Performance Implementation	Review discussion
_____ is viewed as a strategic management of wages and salaries.	Settlement	Compensation	Payment	Deposit
_____ is the oldest , simplest and most widely used appraisal method.	Ranking	Essay	Graphic Rating Scale	Checklist
_____ is set of descriptive statements.	Checklist	Rating scale	Declaration	Essay
_____ is the first step of Performance Planning.	Discussion regarding implementation	Setting objectives	Designing developmental activities	Coaching and Counselling
Performance Planning is a/an _____ process.	Informal	Formal	Unofficial	casual
_____ is the first step of setting performance criteria.	Ensure smooth task implementation	Preparation of performance plan	Set clear goals	Assign job task to employee

_____ is a continuous , systematic process of evaluating and comparing the capability of one organisation with others , normally recognised as industry leaders.	Benchmarking	Estimation	Measurement	Perforamnce palnning
Rewards, Punishments and Threats if used in negative way can affect the _____ of the employee	Morale	leaves	Goodwill	training
The Rating System for all the employees should be _____	Different	Biased	Based on Nature	Standarized
Distortion of the Information while rating the employees is _____ type of Error	Rater Bias	Similar-to me/ different from me.	Training and Appraiser	Confidentiality
Which Rater Error is Measuring the Individual against another person? ____	Rater Bias	Confidentiality	Similar-to others/Different for everyone	Similar -to-me/Different from me
_____ should be used to avoid Unethical errors during the Appraisal.	Training	Development	Recruitment	selection
_____ is necessary for growth or change to occur	Rest	Feedback	Permission	Enforcement
Exposing feedback to employees who are not supposed to see is _____	Wrong	Right	Unethical	Ethical
The Ethical Principles have been defined by _____ in 1996.	Winstanley and Stuart-Smith	Robbins	Howard	Smith and Jones
The Parties involved in Performance Management should respect each other's _____	Requirements	Needs and preoccupations	families	Occupations
Degree of _____ of employees with the job position is the objective of Ethical Performance Management	Prosperity	Compatibility	Respect	well being
In which criteria employee is paid for the skill and knowledge he possesses and not for the job or position he is currently holding.	performance repeated pay	Team based pay	Competence related pay	Contribution related pay
competency related pay makes difference only when the organization believes that the success of an organization depends upon raising the levels of _____.	comparison	competency	career	company
Employees have a wrong perception of retraining. They think it is	explotative	misrepresenting	time consuming	motivating
Every effort must be made to put the employees on jobs for which they are best _____ and suited	willing	qualified	exemplified	profile
Mentoring is essentially a systematic process of _____	partnership building	bossing	supervisory	formulation

A mentor is an advisor to the mentee for his _____	learning	entertainment	commitment	objectivity
A mentor is a _____ to a mentee	sustaining	obtaining	management	teacher
A mentor acts _____ to the mentee to help him in career development	as a coach	shareholder	management	chairman
Career is a sequence of separate but related _____	Work activities	decisions	undertaken	required
A career consists of the changes in values ,attitude and _____	monetary	motivation	comprises	individual
A good career planning requires a _____ analysis of the enviromnent oppourtunities.	detailed	normal	good	overall
Career is the pattern of work- related _____ that span the course of a person's life	permanent	experiences	decisions	return
A person's _____ is shaped by many complex factors.	profile	wealth	career	plan
Career development is those personal improvements one undertakes to achieve a personal _____	career plan	wealth	identity	plan
Career planning is a process by which one selects _____ and the path to these goals.	jobs	career goals	companies	awareness
When multiple raters are used to evaluate an individual's performance, it is called the _____ degree appraisal.	90	180	270	360
STRESS MANAGEMENT				
Type _____ people are more stress prone	A	B	X	Y
_____ is healthy, positive & developmental stress response.	Eustress	Distress	Hyper stress	Hypo stress
_____ affects the mind and results in irritability.	Emotional stress	Physical stress	Eustress	good stress
_____ are psychological or physically demanding events or circumstances.	Burnout	Environment	Stressors	Processes
_____ Stress is an unhealthy stress which can be termed as bad stress or dis-stress	Positive	Hypo stress	Negative	eustress
Stress is an _____ response to an external situation.	Behavioral	Adaptive	Physical stress	easy
_____ stress results into being overloaded or overworked.	Hassles	Physical stress	Acute stress	Hyper stress

_____ is a type of stress that is for long duration & it's affects mind and body.	Understress	Chronic stress	Hassles	Distress
_____ stress motivate one to find solutions to the problem.	Positive	Relative	Negative	Hypo stress
_____ stress can be due to long term stress.	Psychological stress	Physical stress	Long term	Hypo stress
Job stress is not limited to things that happen inside the _____	Enviornment	Working Hours	Organization	Workplace
Some stress in the workplace is related to _____ enviornment	Economic	Physical	Political	Technological
_____ sabbaticals provide to feeling of being valued & rewarded by the organization	Unpaid	Paid	short	stressful
Which of the following are positive stress busters	Networking	Heavy eating	smoking	drinking
_____ Is a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize.	Tension	Hyper tension	Panic	Stress
_____ is a situation in which the person do not have the power to change the situation, but he/she can manage stress by changing the interpretation of the situation and the way one feels about it	Action oriented	Phyiscially oriented	Emotionally oriented	Acceptance oriented
_____ is a situation where something has happened over which the person has no power and no emotional control and where our focus is on surviving the stress.	Phyiscially oriented	Acceptance oriented	Emotionally oriented	Action oriented
When loved ones die - Which orientation technique has to be used?	Phyiscially oriented	Acceptance oriented	Emotionally oriented	Action oriented
Mantra meditation helps in reduction of chronic stress, decrease in _____ and blood pressure and increase in immune sytem functionality.	Heart rate	Oxygen	Water	Blood
Time Management makes an individual _____ and disciplined.	Time consuming	Punctual	Honest	Truthful
Specific nutrients play a very important role in reducing the levels of _____ and adrenalin in the body.	Oxygen	Blood	Cortisol	Energy
The habit of postponing the work for next day is called as _____	Procrastinating	Crastinating	Avoiding	Ignoring
_____ is a general term for several disorders that cause nevousness, fear, tension	Anxiety	Anger	Happiness	Sad

_____ refers to advance preparation on the part of individual	Foresighted nature	Reactive nature	Unorganised	Time management
The brain releases a hormone called as _____	Glucon D	Glucocorticoids	Glucose	Gluten
_____ hormone gives a person a boost o energy	Andrew	Glucocorticoids	Adrenaline	Hyper stress
The response that the person is prepared for during the Alarm reaction stage is called _____	Fight or Fight	Flight or Fight	Fright or Flight	Flight or Flight
The physical reponse of the resistance stage is _____	Poor Concentration	Focused	Calm	Memory
The _____ stage, the body no longer has the strength to fight stress	Extinguish	Extinction	Exhaustion	Explore
The stress reponse which includes Fear, anxiety, anger are due to _____ changes in the person	Cognitive changes	Emotional Changes	Behavioural changes	Physical changes
_____ responses is how a person looks, act or talk facial expressions, shaky voice, perspiration	Cognitive changes	Emotional Changes	Behavioural changes	Physical changes
_____ is rapidly emerging not only in India but also in the western world	Science	Yoga	Population	pollution
If person develops _____ world then stress can be avoided	outer spiritual	inner spiritual	environmental	internal
_____ is simpler to master because it provides an empowering focal point	Yatra meditation	Mantra meditation	Myntra meditation	Mitra meditation
_____ interventions are concerned with minimizing the effects that results from exposure pyschosocial hazards	Secondary level	Tertiary level	Fourth level	Primary level
_____ explains the level of stress reaction as a result of mental thinking of a person	Health Realisation Model	Oriental model	Transactional Model	effective model
The 3rd stage in General Adaptation Syndrome is _____	Alarm Reaction	Acceptance	Exhaustion	Resistance
In _____ people are taught to recognize and change negative thought patterns	Psychotherapy	Cognitive Behavioural therapy	Massage	Acupuncture
Stress _____ measures skins temperature to determine stress level	Sensor	Thermometer	Monitor	Audit
Best Practice _____ Tool for managers helps to identify gaps in managers stress management awareness skills and behaviours	Checklist	Wanderlist	Test List	Wishlist
_____ teaches how to recognize irrational thinking and how to change it	Mindfulness	Reorientation	Meditation	Cognitive Restructuring

_____ is a tool of assessment of stress.	Charge Card	Mood Card	ATM Card	Pan Card
Value education focuses on _____ of stress.	Confrontation	Evasion	Ignorance	Avoidance
In _____ techniques, we visualize soothing scenes, place and experiences in our mind	Yoga	Guided Imagery	Mindfulness	Acupuncture
A feature of Behaviour therapy is that it usually focus on _____ problems and behaviour	Irrelevant	Future	Current	Past
Persistence is _____ related to Eustress	Positively	Negatively	Differently	Adversely
In some states, counselors must be _____ to use certain words on self-identification or advertising.	Restricted	Allowed	Banned	Licensed
An example of Eustress is _____	Depression	Hospitalization	Exercising	Divorce
_____ type of therapy takes place with a mental health professional	Music	Psychotherapy	Massage	Aromatherapy
People are more likely to experience eustress while experiencing _____ things .	standard	old	New	obsolete
_____ stress is healthy	hypo stress	Zero	Conflict	Eustress
INDUSTRIAL RELATIONS				
Industrial Relation is relation between	employers and employees and role played by government	Business men and excise officials	industry owners and customers	managers and customers
Most important Stake holder of Industrial Relations	Suppliers	Customers	Employees	Advertisers
This is NOT good industrial relations	improve economic conditions of workers	develop trade unions	harmonious relations in industry	industrial conflicts
This is NOT part of 'Union Agrees in Code of Discipline'	Engage in physical duress	members will not engage in union activities during working hours	no demonstrations which are not peaceful	take prompt action to implement agreement with management
The unions which gain power through political action is called _____.	General Unions	Craft Unions	Political Unions	Anarchist Unions
In _____ process the employers and employees negotiate the issues directly, face to face across the table.	Complex	Bipartite	Voluntary	Strength

HMS stand for _____.	Hind Mazdoor Sangh	Himmat Mazdoor Sangh	Hind Mens Sangh	High Mechanics Sangh
This is a cause of grievance	good working conditions	support of management to union	fair wages	rude supervision style
Most important objective of trade union is	Fair wages and bonus of employees	arrange for training of workers	invest to setup more factories	increase GDP
_____ is an association of workers engaged in securing economic benefits for its members.	Trade unions	Business committees	Economic association	General Boards
___ is trade union that combines workers employed in a particular industry	anarchist	political	tribunal	industrial
Industrial tribunal is one-man adjudicatory body to be appointed by the _____.	state government	central government	local bodies	President
The _____ worker are protected by the trade union.	ambitious	victimized	happy	well paid
_____ don't believe in the destruction of economic, social and management structure of the state or concern.	Reformist union	General Unions	Anarchist Unions	Business Union
A characteristic of trade union	collective action	individual objectives	isolated dealings	diverse action
Management Agrees as per Code of Discipline	Unilaterally increase work load	Not to support discrimination of employees	Delay action on implementation of agreement	Delay settlement of grievance
There should be a shelter room in factories, with more than _____ workers.	100	150	200	50
As per Factories Act,1948, separate register of _____ should be maintained.	managers	child workers	security	HR persons
_____ is the base for Collective bargaining.	good meeting room	Time of meetings	aggressive arguments	negotiation
Total working hours including overtime should not exceed ___ per week	48	50	55	60
_____ are combinations of various unions for the purpose of gaining strength.	National Federations	Central Union	United Union	Federation of Unions
The employer must pay employees in scheduled employment, at least minimum wages as fixed by the _____.	Management	Employer	Government	Judicial Officer

There should be at least one first-aid box for every _____ workers.	150	250	100	300
As per Factories Act, Companies employing _____ or more workers should employ welfare officer.	500	1000	250	2000
Cloth requirement for fixing Minimum wages- _____ yards per annum per family	22	25	35	72
FINANCE FOR HR PROFESSIONALS				
_____ planning when operating within an organisation brings a sense of purpose and continuity to employee.	Retirement	Holiday	Succession	Progression
Under Factories Act 1948, it is a statutory obligation to provide canteen facility in the factory where there are more than _____ employees	200	250	260	300
Education facility is provided by the organisation to the _____ and their family.	Employee	Competitor	Supplier	Consumer
Employee may _____ when compensation levels are not competitive	Stay	Work Harder	Quit	Talent
_____ is the process of deciding the relative worth of jobs in an organisation.	Job Evaluation	Job Analysis	Job Description	Job Enrichment
_____ is paid to the employee during festival season to motivate them and provide them the social security.	Salary	Medical Reimbursement	Bonus	HRA
An important factor influencing the wage is the _____.	Standard of Living	Cost of Living	Cost of Financing	Cost of Accounting
The _____ system ensures that human resource management plays a central role in management decision making and the achievement of business goals.	1P	2P	3P	4P
_____ officers are appointed to provide welfare facilities to the employees.	HR	Counsellor	Welfare	Manager
_____ structure indicates the rate of pay for different jobs.	Wages	Allowance	Pay	Salary
Considering the objectives of the organisation is important while determining the _____ of its employee.	Pay	Pay Note	Pay Structure	Pay Strategies
_____ is used as a base for identifying and studying the characteristics of the job as a part of development measure of compensation.	Job Description	Job Analysis	Job Structure	Job Enrichment

_____ is done on the basis of the details of the job, skills, responsibilities required etc.	Job Analysis	Job Structure	Job Description	Job Evaluation
Rita is a sales executive whose fixed salary is Rs.50,000 per month. She earns Rs.15,000 quarterly on account of achieving her targets. What type of incentive pay is applied in Rita's compensation structure?	Straight piecework	Combination plan	commission based	Guaranteed incentive
After implementing cost saving idea suggested by project team organisation could save Rs.10,000. If there are 5 people in project team how much amount the team should receive as per Scanlon plan?	Rs.2000	Rs.5000	Rs.7500	Rs.10,000
Scanlon plan is not effective when there are more than _____ numbers of employees.	100	500	700	1000
In ESOP plans the contribution is on annual basis in proportion to total employee compensation with _____% commission as a limit.	15	20	25	30
In a volatile situation of business such as pandemic, mapping incentives with _____ creates a link between company and their employees.	manager	technology	government rules	societal cause
Which of the following should be avoided while planning for incentive structure?	Key performance indicators	Adherence to legislations	disagreement with trade unions	Inclusion of contract workers
In gain sharing plans productivity of production unit measures includes:	Sales invoices prepared	Petty cash expense	No of calls made by project team	Cost per unit produced
This incentive plan is offered based on employees output (efficiency of the worker) rather than the time involved in doing the work	Straight piecework	Combination plan	commission based	Guaranteed incentive
Calculate the wages as per straight piecework plan from the data given: Wage rate per unit - 56 No of units produced - 248	12777	13888	14999	15500

Calculate the wages for the day as per guaranteed piecework plan from the data given: Per hour rate - Rs.50 Standard production unit per day - 100 Per unit produced wages - 4 Standard hours of work - 8 Additional units produced - 30	400	430	520	830
Generally in long term incentives plan 45% of incentives are paid in _____.	cash	gifts	non-monetary form	stocks
Scanlon plan is based on philosophy of _____.	co-operation	management	sustainability	equality
Contract Labourers are _____ employees of an organisation	direct	Indirect	Previous	Active
Vacation along with holidays and rest break help employees tackle _____	Paranoia	Exhaustion	Job role	Stress
Only about _____ percent CEO's pay is basic pay.	10	15	20	25
_____ is often given by the company in the form of salary premium to accept overseas assignments.	Perks	Hard Ship Premium	Allowance	Incentives
_____ annual bonus are given to the CEO for meeting annual performance.	normal	standard	lucrative	economical
_____ traded corporation are required to have a board of directors	privately	poorly	publicly	overseas
Primary objective for providing stock option is to _____ and improve the employees performance and retain talent.	reward	demotivate	control	restrict
Base salary is the amount of money that an expatriate normally receive in his _____ country.	home	foreign	neutral	local
Objectives should be set and recorded at the _____ of the performance period.	beginning	ending	middle	intermittent
_____ is the Non Monetary value based approach of Human Resource Accounting	Likert Model	Morse Model	historical cost model	standard cost
_____ is the cost based approach of Human Resource Accounting	Ogan model	Morse Model	historical cost model	Likert Model
Which amongst the following is not a stage of the life of Merger & Amalgamation deals	pre-deal	due diligence	integration	follow up

Sometimes, the compensation policies of the merging companies are so different from one another that the best approach is to _____	find a midway to operate	discard them and start over	analyse the flaws and work on it	create a converging point
Which amongst the following is not an objective which is shaped for a healthy exchange whereby employees sell their time and skills in return for compensation? _____	Profit minimization	Equity	Fairness	Need
The final phase of an effective compensation management system comprises _____	assessment & control	planning	implementation	survey and field study
Which among the following benefits are not covered under COBRA?	Vision plans	Vacation plans	Dental plans	Mental health plans
_____ are also called 'payments by results'.	allowances	claims	incentives	fringe benefits
Wages represents _____ rates of pay.	Hourly	Daily	Weekly	Monthly
The basic compensation given to employees as salaries or wages is called _____	base pay	wages	variable pay	salaries
Where the employment of any person is terminated due to closure of such establishment, the wages earned by him shall be paid before the expiry of _____ from the day the employment was terminated.	7th day	10th day	2nd day	15th day
The amount of fines deducted from the wages of an employed person shall not exceed in any given wage period beyond _____	2%	3%	4%	5%
Which amongst the following deductions are not allowed from wages under the Payment of Wages Act? _____	Deductions for absence from duty	Deductions of income-tax	Deductions for recovery of loans	deductions of fines beyond 3%
Where any deduction is made from wages contrary to the provisions of the Act, the employed person shall make an application within _____ from the date on which the deduction from wages was made.	12 months	18 months	6 months	24 months
Any claim made under Payment of Wages Act has to be disposed of as far as possible within a period of ___ from the date of registration of the claim by the authority.	12 months	18 months	6 months	3 months
Every employee is entitled to gratuity if he has rendered continuous service of _____	10 years or more	3 years or more	5 years or more	7 years or more