

**Vidyalankar School of Information Technology**

**TYBMS \_ HR**

**HRM IN SSM**

**Sample Questions**

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1. \_\_\_\_\_ is also developed through formal written documents and communications.
  - a. Service culture
  - b. Service
  - c. Pattern
  - d. Policies
  
2. Service' encounter also called as \_\_\_\_\_
  - a. moment of truth
  - b. True moment
  - c. Moment of encounter
  - d. Truth
  
3. Service encounters are \_\_\_\_\_ oriented.
  - a. Goal
  - b. Customer
  - c. Team
  - d. Organization
  
4. \_\_\_\_\_ marketing is when customers buy something after being referred by the friends and relatives.
  - a. Referral
  - b. Chain
  - c. Distribution
  - d. Sales
  
5. \_\_\_\_\_ marketing is when customers buy something after being referred by the friends and relatives.
  - a. Referral
  - b. Chain
  - c. Distribution
  - d. Sales
  
6. \_\_\_\_\_ training allows service employees at all levels to hone their skills.
  - a. Ongoing
  - b. Online
  - c. Practical
  - d. Methodical
  
7. \_\_\_\_\_ depends on the perception of customers which is difficult to measure.
  - a. Quality

- b. Quantity
  - c. Price
  - d. Colour
8. High quality services contribute to higher \_\_\_\_\_
- a. Profitability
  - b. Turnover
  - c. Price
  - d. Sales
9. High quality services contribute to higher \_\_\_\_\_ a) Profitability b) Turnover c) Price d) Sales
- a. Service Leadership
  - b. Service membership
  - c. Service demand
  - d. Service supply
10. \_\_\_\_\_ has become a regular feature both in the public sector as well as in the private sector organizations.
- a. Outsourcing,
  - b. Merchandising
  - c. Partnership
  - d. Privatization
11. Services are increasingly being used by the \_\_\_\_\_ as well as the household sector.
- a. Corporate
  - b. People
  - c. Students
  - d. Customers
12. Customers should be treated royally as they are termed as \_\_\_\_\_
- a. King in market
  - b. Queen in market
  - c. Buyer in market
  - d. Party
13. Goals are effective \_\_\_\_\_
- a. Motivators
  - b. Spoilers
  - c. Policies
  - d. Plans
14. Conflicts between customers are \_\_\_\_\_.
- a. Not common
  - b. Common
  - c. Uncommon
  - d. Impossible
15. \_\_\_\_\_ coined the term emotional labour.
- a. Bitner

- b. Norman.
  - c. Arlie Hochschild
  - d. McCathy
16. HRM in education is \_\_\_\_\_.
- a. Important
  - b. Not Important
  - c. Irrelevant
  - d. Not Needed
17. Organizational \_\_\_\_\_ is the concept of how effective an organization is in achieving the outcomes it intends to produce.
- a. Effectiveness
  - b. Dynamics
  - c. Dynamics
  - d. Control
18. According to Service- Profit Chain Model, Value drives \_\_\_\_\_.
- a. Employee loyalty
  - b. Employee satisfaction
  - c. Customer satisfaction
  - d. Internal quality
19. \_\_\_\_\_ is the last step in the process of HRP Evaluation.
- a. Decide the purpose
  - b. Delivering the feedback
  - c. Selection of criteria
  - d. Selection of criteria
20. \_\_\_\_\_ in broad sense means the way people do things in a particular society.
- a. Culture
  - b. Value
  - c. Belief
  - d. System
21. \_\_\_\_\_ market refers to people/ institutions who exercise influence over the purchase decisions of the customer.
- a. Influence
  - b. Supplier
  - c. Reference
  - d. Customer
22. \_\_\_\_\_ can also contribute to quality, satisfaction and value in the service delivery
- a. Customer
  - b. Supplier
  - c. Leader
  - d. Management
23. The \_\_\_\_\_ refers to a series of encounters right from the time a customer comes to take the service.

- a. encounter cascade
  - b. Moment of truth
  - c. Service Profit Chain
  - d. Leadership Theory
24. Direct contact between employee and a customer in is called as \_\_\_\_\_
- a. Face – to – Face Encounter
  - b. Phone Encounter
  - c. Remote Encounter
  - d. Zero Encounter
25. \_\_\_\_\_ consists of equipment, supplies, processes, programs, and procedures, as well as the rules, regulations, and organisational culture.
- a. Delivery system
  - b. Physical Evidence
  - c. Service Provider
  - d. Customer
26. Which of the following is not an element of physical evidence?
- a. Employee dress
  - b. Employee Training
  - c. Equipment
  - d. Facility design
27. ....are the only service distributors which do not require direct human interactions.
- a. Electronic Channels b
  - b. Self Service Technologies
  - c. Direct Service Channels
  - d. Speculative channels
28. \_\_\_\_\_ Is the example of highly intangible service
- a. car rental
  - b. repair and maintenance
  - c. printing
  - d. Consultancy
29. The employee do not act as \_\_\_\_\_ in service process
- a. Product designer
  - b. marketing intelligence
  - c. salesman
  - d. Finance investor
30. \_\_\_\_\_ Personal of the company are proactive in decision making and embracing the change
- a. new hired employee
  - b. empowered employee
  - c. transferred employee
  - d. oppressed employee

31. Which of the following are the points describing the importance of service sector in Indian economy?
- Share in net national product
  - Does not help in industrialization
  - Removes regional balances
  - Contracts agriculture
32. Service sector is also known as:
- Primary sector
  - Secondary sector
  - Tertiary sector
  - Both primary and secondary
33. Services are created and consumed:
- separately
  - simultaneously
  - First stored and then consumed
  - First consumed and then create
34. \_\_\_\_\_ is not the strategy to manage emotional labour.
- Use buffering
  - Training
  - Improve emotional intelligence
  - Job rotation
35. Organization following cycle of mediocrity lack \_\_\_\_\_
- Profits
  - Innovation and growth
  - IPO
  - Legal Compliance
36. In which of the following methods HR needs can be estimated by analysing the past trends and projecting future demand by extrapolating the trend?
- Delphi method
  - Trend analysis method
  - Jury of Executive Judgment Method
  - Work study method
37. .Which one is related to Partnering Strategies?
- Police
  - Customer
  - Synergise their skills
  - Employees
38. Which of the following option is not the factor that hinders with the human resource planning process?
- Type and quality of forecasting information
  - Time horizons
  - Environmental uncertainties

- d. Unite the perspectives of line and staff manager
39. Which one in these is a service deliverer?
- a. Agents
  - b. Law Firms
  - c. Customer
  - d. Manufacture
40. Who plays a critical role with respect to the development of a company's sales force?
- a. Human Resource
  - b. Marketing
  - c. Production Department
  - d. Finance Department

**TYBMS Marketing Sem VI**  
**International marketing**  
**Sample Questions**

- 1) In merger, two companies come together and \_\_\_\_\_ survives.
  - a. only one companies
  - b. both companies
  - c. new company formed
  - d. many companies
  
- 2) The headquarters of EU is at \_\_\_\_\_
  - a. London
  - b. Paris
  - c. Berlin
  - d. Brussels
  
- 3) International marketing is dominated by \_\_\_\_\_ countries
  - a. poor
  - b. developing
  - c. developed
  - d. rich
  
- 4) International marketing ensues \_\_\_\_\_ utilisation of resources
  - a. Minimum
  - b. Maximum
  - c. Normal
  - d. Average
  
- 5) Quota system is a type of \_\_\_\_\_ barrier.
  - a. tariff
  - b. non-tariff
  - c. revenue
  - d. non-revenue
  
- 6) Trading blocs give benefits to \_\_\_\_\_ countries.
  - a. member
  - b. non-member
  - c. rich
  - d. poor
  
- 7) Customs regulations are \_\_\_\_\_ barriers of trade.
  - a. tariff
  - b. non-tariff
  - c. political

d. social

8) Trade barriers are \_\_\_\_\_ to the growth of international trade.

- a. Useful
- b. Harmful
- c. supportive.
- d. Neutral

9) Regionalism in trade should be replaced by \_\_\_\_\_

- a. multilateralism
- b. free trade
- c. trading blocs
- d. bilateralism

10) OPEC is an organisation of \_\_\_\_\_ countries.

- a. software producing
- b. steel producing
- c. cement producing
- d. oil producing

11) Contract manufacturing is a type of \_\_\_\_\_

- a. outsourcing
- b. made to order agreement
- c. assembling activity
- d. uniform activity

12) Direct Exporting means exporting the products \_\_\_\_\_

- a. by joint venture
- b. through middlemen
- c. through franchising
- d. by the manufacturer himself

13) IFC is one \_\_\_\_\_ of world bank.

- a. sister institution
- b. affiliate
- c. financial agency
- d. advisory

14) International marketing research deals with \_\_\_\_\_ markets.

- a. domestic
- b. foreign
- c. local
- d. retail



15) International economic environment is the result of economic factors operating at the \_\_\_\_\_ level.

- a. Local
- b. National
- c. International
- d. business

16) International marketing environment is \_\_\_\_\_ in character

- a. Stable
- b. Static
- c. Flexible
- d. fluid and flexible

17) International economic institutions mainly provide \_\_\_\_\_ to poor and developing countries.

- a. financial assistance
- b. consultancy services
- c. legal assistance
- d. political assistance

18) BRIC stand for

- a. Brazil, Romania, Italy, Czech Republic
- b. Bolivia, Russia, Indonesia, China
- c. Belgium, Romania, Ireland, Cyprus
- d. Brazil, Russia, India, China

19) Which type of trade association would be concerned with the removal of internal tariffs and some reduction of non-tariff barriers in all or most sectors

- a. Bilateral trade treaty
- b. Free trade area
- c. Multilateral trade treaty
- d. Trade preference agreement

20) A risk that can be due to a sudden or gradual change in a local political environment that is disadvantageous or counter productive to foreign firm and markets is termed a \_\_\_\_\_ risk.

- a. Political
- b. Local
- c. Domestic
- d. International law

21) Which of the following is not in ASEAN?

- a. Australia
- b. Thailand
- c. Myanmar

d. Nepal

22) What does APEC stand for?

- a. Association of Pacific Economic Communities
- b. Asia Pacific Economic Cooperation
- c. Asian Pacific and Eurasian Communities
- d. Association of Pacific Economic Cooperation

23) What is the core mission of the WTO?

- a. To enforce trade tariffs
- b. To keep salt prices at a stable price
- c. To facilitate international trade and investment
- d. To encourage inward investment

24) Legal aspects of environmental analysis include

- a. Operational restrictions
- b. The electronic superhighway
- c. Discriminatory restrictions
- d. International law

25) Trade between two countries is known as \_\_\_\_\_

- External
- Internal
- Regional
- Interregional

26) Packaging requires both \_\_\_\_\_ and mandatory changes.

- a. discretionary
- b. compulsory
- c. regulatory
- d. stable

27) Product life cycle is an \_\_\_\_\_ factor influencing pricing.

- a. Internal
- b. External
- c. Insider
- d. Outsider

28) \_\_\_\_\_ cost is a part of marginal cost pricing.

- a. Maintenance
- b. Variable
- c. Transfer
- d. Fixed

- 29) Promotional expenditure is limited in \_\_\_\_\_ pricing.
- skimming
  - penetration
  - differential
  - Marginal
- 30) Which of the following is not a service characteristic?
- Intangibility
  - Approachability
  - Perishability
  - Heterogeneity
- 31) Which is likely to be the most expensive method of market entry?
- Franchising
  - Licensing
  - Opening a foreign subsidiary
  - Direct marketing
- 32) Which of the following would be considered a mode of indirect exporting
- Joint ventures
  - Acquisition
  - Piggybacking
  - Management contracts
- 33) The organisation whose primary purpose is to provide financial and technical help for the development of poorer countries is the
- International Monetary Fund
  - World Bank
  - World Trade Association
  - United Nations
- 34) Which of the following is not a form of direct exporting?
- Distributors
  - Agents
  - Trading companies
  - Franchising
- 35) Which of the following is not a benefit for licensees' from a licensing agreement?
- A relatively low outlay
  - Limited risk
  - Initial start-up funding from the licensor
  - No market development costs.
- 36) Acquisition by a large international firm is often associated with \_\_\_\_\_
- Rapidly increasing profitability

- b. Job losses
- c. Restructuring
- d. Job creation

37) The market entry method that could give rise to a potential for inheriting a demotivated labour force, a poor image and reputation and out of date products and processes

- a. Merger
- b. Acquisition
- c. Franchising
- d. Setting up a wholly owned subsidiary

38) Strategic control includes \_\_\_\_\_ aspects.

- a. audit
- b. evaluation
- c. functional
- d. Standard

39) International strategies begin with analysing the market and end with assessment of \_\_\_\_\_.

- a. environment
- b. competition
- c. profits
- d. business

40) \_\_\_\_\_ indicates that the product is unique.

- a. Adaptation
- b. Positioning
- c. Differentiation
- d. Standardisation

41) Multi-domestic companies \_\_\_\_\_ decision making

- a. centralised
- b. decentralise
- c. delegate
- d. unique

42) The OECD stands for

- a. Organization for Economic Co-operation and Development
- b. Organization for Economic Coordination and Development
- c. Organization for Environmental Cooperation and Development
- d. Organization for Environmental Control and Development

43) When the global level plans are prepared at international head quarters, it is known as

- a. operational planning
- b. production planning
- c. corporate planning
- d. strategic planning

44) Which type of trade association would be concerned with the removal of internal tariffs and some reduction of non-tariff barriers in all or most sectors

- a. Bilateral trade treaty
- b. Multilateral trade treaty
- c. Trade preference agreement
- d. Free trade area

45) Which of the following is not one of the push factors that has contributed to the globalisation of retailers?

- a. Economic recession or limited growth in spending
- b. High operating costs labour, rents, taxation
- c. Saturation of the home market or over-competition
- d. The geographical spread of trading risks

46) Which of the following is not one of the pull factors that has contributed to the globalisation of retailers?

- a. The me-too syndrome in retailing
- b. The opportunity to innovate under new market conditions
- c. Strong economic growth or rising standards of living
- d. The underdevelopment of some markets or weak competition.

47) The period between departure and arrival of the carrier is called

- a. Transit time
- b. Volume radiation
- c. Shipping
- d. Present danger

48) What direct threat does the Internet pose to intermediaries?

- a. Cancelling the trade deficit
- b. Institutionalisation of the duty paid on electronic transactions
- c. The possibility of elimination of intermediaries.
- d. Probation

49) When the whole organisation is focused upon the selection and exploitation of global marketing opportunities, this is an aspect of \_\_\_\_\_

- a. Export marketing
- b. international marketing
- c. global marketing
- d. multi domestic

- 50) IBRD (International Bank for Reconstruction and Development) also known as
- a. Exim Bank
  - b. World Bank
  - c. International Monetary fund
  - d. International Bank

**MEDIA PLANNING MANAGEMENT**  
**TYBMS MARKETING**  
**SEM 6**

**SAMPLE QUESTIONS**

1. \_\_\_\_\_department shortlist news features.
  - a) Circulation
  - b) Administrative
  - c) Editorial
  - d) Production
  
2. IRS full form\_\_
  - a) Indian Readership survey
  - b) Indian Readership society
  - c) Ideological Readership survey
  - d) Ideological Readership society
  
3. \_\_\_\_\_relates to ad campaign whereby ads are rotated across all the pages of a site.
  - a) ROS
  - b) WAP
  - c) CCP
  - d) CPA
  
4. \_\_\_\_\_ indicates the total advertising required during a particular
  - a) Cost
  - b) Weight
  - c) Pulsing
  - d) Continuity
  
5. \_\_\_\_relates to consumers responding favourably to the message.
  - a) Comprehension
  - b) Exposure
  - c) Yielding

d) Action

6. \_\_\_\_\_ relate to the decisions media planners make to deliver the most effective media mix that will reach the target audience.

- a) Media strategies
- b) Media mix
- c) Media planning
- d) Media execution

7. Full form of ASCI is \_\_\_\_\_

- a) Advertising Standards Counsel of India
- b) Advertising Subject Counsel of India
- c) Advertising Social Counsel of India
- d) Advertising Substitute Counsel of India

8. \_\_\_\_\_ is a tool that tells us the popularity of a TV channel or programme.

- a. TRP
- b. TRV
- c. SOM
- d. SOV

9. This is an of element of developing advertising strategy.

- a. selecting advertising media
- b. using statistical tools
- c. setting objectives
- d. product positioning decisions

10. Cost per thousand is a yard stick to compare the \_\_\_\_\_ of different media

- a. Popularity
- b. Cost
- c. Profit
- d. Efficiency

11. TRP was introduced in \_\_\_\_\_



- a) 1976
- b) 1986
- c) 1996
- d) 1997

12. \_\_\_\_\_ is the world's largest study relating to India's print & other media consumption, demographic, product ownership & usage.

- a) IRS
- b) ABC
- c) TAM
- d) TRP

13. Deciding ideal media mix is linked to locating \_\_\_\_\_ audience.

- a) Target
- b) Class
- c) Young
- d) Old

14. In case of OOH advertisement, the most popular and dominating type of media is \_\_\_\_\_

- a. Billboards
- b. Transits
- c. Neon boards
- d. In store

15. Interactive media comprises of media like \_\_\_\_\_

- a) Email marketing
- b) Social media
- c) Mobile
- d) Direct mail

16. Media buying relates to prior \_\_\_\_\_ from the client.

- a) Approval

- b) Payment
- c) Sanction
- d) Condition

17. \_\_\_\_ assess the degree to which media vehicle delivers a given target audience

- a) Market coverage
- b) Market dominance
- c) Market integration
- d) Market cost

18. \_\_\_\_ advertising is a dynamic medium offering advertisers the opportunity to reach their target consumers in distraction free environment.

- a) Cinema advertisement
- b) Radio advertisement
- c) TV advertisement
- d) OOH advertisement

19. Importance of media budget is \_\_\_\_\_

- a. Provides proper direction to media expenditure
- b. Misguide management in media activities
- c. Keeps media expenditure out of control
- d. Introduces irrational approach

20. Basic metrics are \_\_\_\_\_ assessments.

- a) Qualitative
- b) Quantitative
- c) Numerical
- d) Weight

21. Reach of newspapers can be measured through \_\_\_\_\_

- a) readership
- b) distribution
- c) circulation
- d) disposition

22. \_\_\_\_\_ is a competitive benchmark to understand relative strength.

- a. Profile
- b. Share
- c. Index
- d. Impression

23. ABC was established in \_\_\_\_

- a) 1947
- b) 1948
- c) 1949
- d) 1950

24. Mass Media are channels of \_\_\_\_\_

- a) Education
- b) Offers
- c) Publicity
- d) Information

25. \_\_\_\_\_ department shortlist news features.

- e) Circulation
- f) Administrative
- g) Editorial
- h) Production

26. \_\_\_\_\_ department shortlist news features.

- i) Circulation
- j) Administrative
- k) Editorial
- l) Production

27. \_\_\_\_\_ are periodical publications.

- a) Magazines
- b) Newspaper
- c) Brochure
- d) Flyer

28. Steps in formulating media strategies are as follows:

- To define media objectives
- To conduct environmental analysis
- \_\_\_\_\_
- To prepare alternative media plan

Fill in the blank

- a) To settle media strategy
- b) To implement selected strategy'
- c) To conduct strategy review'
- d) To conduct corporate analysis.

29. Media \_\_\_\_\_selects the best combination of media vehicles.

- a) budgeting
- b) strategy
- c) strategy
- d) Planning

30. \_\_\_\_\_are owned media.

- a) Websites
- b) Cinema
- c) Newspapers
- d) TV

31. There is an element of \_\_\_\_\_ in radio advertising.

- a) conviction
- b) force
- c) option
- d) persuasion

32. Frequency of purchase is a powerful means to \_\_\_\_\_

- a) Monitor
- b) Forecast
- c) Plan
- d) Buy

33. Media buyer is a\_\_\_\_\_man.

- a) Visionary
- b) Liaison
- c) Motivational
- d) practical

34. Benchmarking buying plan is a \_\_\_\_\_matter.

- a) Absolute
- b) Relative
- c) Balanced
- Perineal

35. Viewership gets \_\_\_\_\_at minute.

- a) evaluate
- b) computed
- c) discounted
- d) multiplied

36. Group A

Group B

- a) Ethical adv
- b) Broadcast media company
- c) Media research
- d) Target market

- (i) Audience research
- (ii) No exaggerated claims
- (iii) IRS
- (iv) Fixed market segment

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

37. ABC verifies statement about \_\_\_\_\_circulation whereas RAM is specialised measurement for\_\_\_\_\_

- a) Newspaper, TV
- b) Newspaper, OOH
- c) Newspaper, Radio
- d) Newspaper, Digital media

38. \_\_\_\_\_means maintaining the same position, \_\_\_\_\_is based on external market trends

- a) Status quo, Share of market
- b) Share of market, Status quo
- c) Share of voice, share of market
- d) Status quo, Share of voice

39. Media buying process has three phases they are :\_\_\_\_, \_\_\_\_\_,\_\_\_\_\_.

- a) Pre-launch, launch, post launch
- b) Launch, post launch, evaluation
- c) Pre-launch, Post launch, evaluation
- d) Pre-launch, launch, evlaution

40. TVR full form \_\_\_& its measurement is provided by \_\_\_\_agency

- a) Television viewership rating & TAM
- b) Television viewership rating & RAM
- c) Television view rating & TAM
- d) Television view rating & RAM

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Sample Questions

Class :- TYBMS

Subject :- Operations research

1. Operations Research is the outcome of
  - (a) National emergency
  - (b) Political problems
  - (c) Combined efforts of talents of all fields
  - (d) Economics and Engineering
  
2. Operations Research is
  - (a) Independent thinking approach,
  - (b) Group thinking approach
  - (c) Inter-disciplinary team approach,
  - (d) None of the above.
  
3. To transfer the key row in simplex table we have to
  - (a) Add the elements of key row to key number,
  - (b) Subtract the elements of key row from topmost no key row,
  - (c) Divide the elements of key row by key number,
  - (d) None of the above.
  
4. The solution of the Linear programming problem in graphical solution lies in
  - (a) First quadrant,
  - (b) Second quadrant,
  - (c) Third quadrant,
  - (d) Fourth quadrant,

5. When we solve maximization problem by simplex method the elements of net evaluation row of optimal solution must be (when we use opportunity cost concept)
- (a) Either zeros or positive numbers,
  - (b) Either zeros or negative numbers,
  - (c) All are negative numbers,
  - (d) All are zeros.
6. When the elements of net evaluation row of simplex table are equal, the situation is known as
- (a) Tie,
  - (b) Degeneracy,
  - (c) Break,
  - (d) Shadow price
7. The number at the intersection of key row and key column is known as
- (a) Column number,
  - (b) Row number,
  - (c) Key number,
  - (d) Cross number.
8. Dual of a Dual is
- (a) Primal,
  - (b) Dual,
  - (c) Prima dual,
  - (d) None of the above
9. VAM stands for:
- (a) Value added method,
  - (b) Value assessment method,
  - (c) Vogel Adam method,
  - (d) Vogel's approximation method.

(Answer from 10 to 13)

CJ	30	40	0	0	0	0
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C	X	B	X1	X2	X3	S1	S2	S3
30	X1	250	1	0	-13/8	5/8	-3/4	0
40	X2	625	0	1	31/16	-7/16	5/8	0
0	S3	125	0	0	11/16	-3/16	1/8	1
			30	40	115/4	5/4	5/2	0
			0	0	-35/4	-5/4	-5/2	0

10. What is an optimal product mix

- a) X1-250, X2 -625
- b) X1-240, X2 -628
- c) X1-230, X2 -620
- d) X1-251, X2 -600

11. What is the optimal profit

- a) 32,500
- b) 33,000
- c) 31200
- d) 30,400

12. What is the minimum increase required in profit of the product which is not manufactured in the above problem.

- a) 8
- b) 8.75
- c) 9.00
- d) 9.25

13. What is the profit contribution of resource R1 and R2

- a) 1.25, 2.50
- b) 1.40, 2.20
- c) 1.80, 2.80
- d) 1.30, 3.00

14. In a transportation problem, the method of penalties is called method.

- (i) least cost
- (ii) south east corner
- (iii) Vogel's approximation
- (iv) north west corner

15. When the total of allocations of a transportation problem match with supply and demand values, the solution is called

- (i) non-degenerate
- (ii) degenerate
- (iii) feasible
- (iv) infeasible solution

16. When the allocations of a transportation problem satisfy the rim condition ( $m+n-1$ ) the solution is called solution.

- (i) degenerate
- (ii) infeasible
- (iii) unbounded
- (iv) non-degenerate

17. When there is a degeneracy in the transportation problem, we add an imaginary allocation called in the solution.

- (i) dummy
- (ii) Penalty
- (iii) epsilon
- (iv) regret

18. If  $M + N - 1$  Number of allocations in transportation, it means (Where 'M' is number of rows and 'N' is number of columns)

- (i) There is no degeneracy
- (ii) Problem is unbalanced
- (iii) Problem is degenerate
- (iv) Solution is optimal

19. Which of the following considers difference between two least costs for each row and column while finding initial basic feasible solution in transportation?

- (i) North west corner rule
- (ii) Least cost method
- (iii) Vogel's approximation method
- (iv) Row minima method

20. If the number of rows and columns in an assignment problem are not equal then it is called problem.

- (i) prohibited
- (ii) infeasible
- (iii) unbounded
- (iv) unbalanced

21. The method of solution of assignment problems is called method.

- (i) NWCR
- (ii) VAM
- (iii) LCM
- (iv) Hungarian

22. When maximization assignment problem is converted in a minimization problem, the resulting matrix is called

- (i) Cost matrix
- (ii) Profit matrix
- (iii) Regret matrix
- (iv) Dummy matrix

23. The extra row or column which is added to balance an assignment problem is called

- (i) regret
- (ii) epsilon
- (iii) dummy
- (iv) extra

24. When a particular assignment in the given problem is not possible or restricted as a condition, it is called a problem.

- (i) infeasible

- (ii) degenerate
- (iii) unbalanced
- (iv) prohibited

25.If in an assignment problem, number of rows is not equal to number of columns then

- (i) Problem is degenerate
- (ii) Problem is unbalanced
- (iii) It is a maximization problem
- (iv) Optimal solution is not possible

26.Forward pass calculations are done to find\_\_\_\_\_ .occurrence times of events

- (i) exact
- (ii) earliest
- (iii) latest
- (iv) approximate

27.Backward pass calculations are done to find times of events.

- (i) tentative
- (ii) definite
- (iii) latest
- (iv) earliest

28.An activity whose start or end cannot be delayed without affecting total project completion time is called activity

- (i) dummy
- (ii) non-critical
- (iii) critical
- (iv) important

29.Floats for critical activities will be always

- (i) one
- (ii) zero
- (iii) highest
- (iv) same as duration of the activity

30. The two types of costs involved in project crashing are \_\_\_\_\_ and \_\_\_\_\_ costs.

- (i) direct and indirect
- (ii) total and partial
- (iii) visible and invisible
- (iv) Measurable and non-measurable

31. In project crashing, rent and overheads are treated as costs.

- (i) significant
- (ii) Insignificant
- (iii) direct
- (iv) indirect

32. In project crashing, the costs associated with actual activities (e.g. manpower, materials, machinery etc.) are called

- (i) visible
- (ii) measurable
- (iii) direct
- (iv) Indirect costs.

33. In project crashing, as we systematically crash the project, direct cost of project and indirect cost of project

- (i) increases - decreases
- (ii) decreases increases
- (iii) increases -remains same
- (iv) remain same - decreases

34. In project crashing, as we systematically crash the project, total project cost initially and after the optimal point, it

- (i) increases - decreases
- (ii) decreases increases
- (iii) remains same - decreases
- (iv) decreases - remains same

35. The participants in a game are called

- (i) clients
- (ii) members
- (iii) customers

(iv) players

36. A game having more than two players is called

- (i) multi-person
- (ii) many person
- (iii) n-person
- (iv) unknown person

37. the outcome of the interaction of selected strategies of opponents in a game is called

- (i) income
- (ii) profit
- (iii) payoff
- (iv) gains

38. In a game, the alternatives or courses of action available to each player are called

- (i) options
- (ii) choices
- (iii) actions
- (iv) strategies

39. A situation in a game where, in the payoff matrix, maximin of row is equal to minimax of column is called

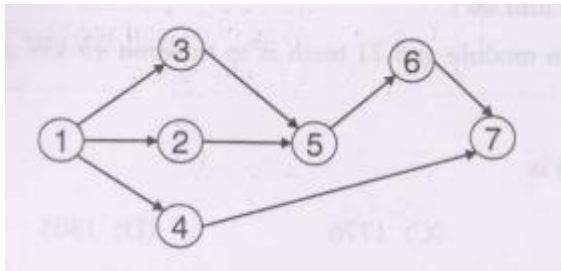
- (i) centre point
- (ii) main point
- (iii) saddle point
- (iv) equal point

40. The various alternatives or courses of actions available to each player in a game are called as

- (i) saddle points
- (ii) strategies
- (iii) pay-off
- (iv) 'n' player game

41. Consider the following PERT network:

The optimistic time, most likely time and pessimistic time of all the activities are given in the table below



Activity	Optimistic time (days)	Most likely time (days)	Pessimistic time (days)
1-2	1	2	3
1-3	5	6	7
1-4	3	5	7
2-5	5	7	9
3-5	2	4	6
5-6	4	5	6
4-7	4	6	8
6-7	2	3	4

The standard deviation of the critical path is

- a. 0.33
- b. 0.55
- c. 0.77
- d. 1.66

42. The project activities, precedence relationships and durations are described in the table. The critical path of the project is

Activity	Precedence	Duration (in days)
P	-	3
Q	-	4
R	P	5
S	Q	5
T	R,S	7
U	R,S	5
V	T	2
W	U	10

- a. P—R—T—V
- b. Q—S—T—V
- c. P—R—U—W
- d. Q—S—U—W

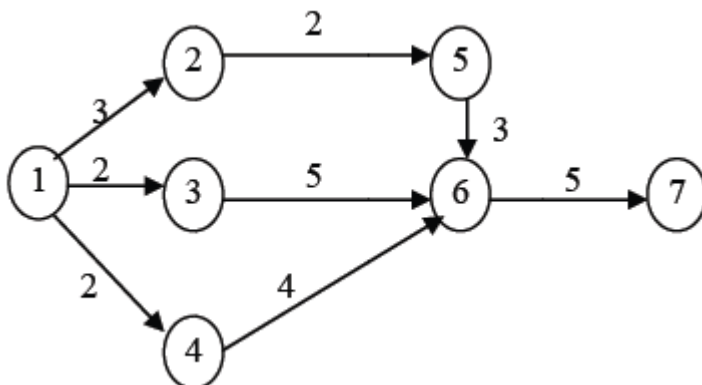
43. For a particular project, eight activities are to be carried out. Their relationships with other activities and expected durations are mentioned in the table below.

Activity	Predecessors	Duration (days)
a	-	3
b	a	4
c	a	5
d	a	4
e	b	2
f	d	9
g	c,e	6
h	f,g	2

The critical path for the project is

- a. a-b-e-g-h
- b. a-c-g-h
- c. a-d-f-h
- d. a-b-c-f-h

44. Consider the given project network, where numbers along various activities represent the normal time. The free float on activity 4-6 and the project duration, respectively, are





- a. 2,13
- b. 0,13
- c. -2,13
- d. 2,12

45. Following data refers to the activities of a project , where, node 1 refers to the start and node 5 refers to the end of the project.

<b>Activity</b>	<b>Duration (days)</b>
1-2	2
2-3	1
4-3	3
1-4	3
2-5	3
3-5	2
4-5	4

The critical path (CP) in the network is

- a. 1-2-3-5
- b. 1-4-3-5
- c. 1-2-3-4-5
- d. 1-4-5

TY BMS FINANCE Project Management Sample questions

Q1) Gantt Chart was created by \_\_\_\_\_

- a.) Gantt
- b.) F. W. Taylor
- c.) Fayol
- d.) Henry Ford

Q2) Operational strategies include

- a.) corporate strategy
- b.) customer driven strategies
- c.) developing core competencies
- d.) corporate strategy, customer driven strategies, developing core competencies

Q3) Feasibility studies include \_\_\_\_\_

- a.) technical feasibility
- b.) economic viability
- c.) commercial feasibility
- d.) technical feasibility, economic viability, commercial feasibility

Q4) The third Industrial Revolution introduced \_\_\_\_\_

- a.) Computer & Internet
- b.) Binoculars
- c.) Electric trains
- d.) Solar Energy

Q5) Cost of machine is Rs. 48,000

Residual value - Rs. 0

Annual net cash inflow Rs. 13,000

Estimated life - 5 years

ARR –

- a.) 7.08%
- b.) 7%
- c.) 8.35%
- d.) 3.53%

Q6) If  $PI > 1$  then \_\_\_\_\_ the project.

- a) Accept
- b) Reject
- c) No Effect
- d) Scrap

Q7) If  $PI < 1$  then \_\_\_\_ the project.

- a) Accept
- b) Reject
- c) No effect
- d) unchanged

Q8) \_\_\_\_\_ defines how task are divided, group, and coordinated in organizations

- a) strategy.
- b) project
- c) project management
- d) organizational structure

Q9) In a \_\_\_\_ organization structure, organization is grouped into various departments why people with similar skills are kept together in forms of group.

- a) Functional
- b) Matrix
- c) projectized
- d) Network

Q10) \_\_\_\_\_ is a metric use in capital budgeting measuring the profitability of potential investments.

- a) payback period
- b) NPV
- c) profitability index
- d) IRR

Q11) \_\_\_\_\_ is an uncertain event or condition that, if it occurs, has a positive or negative in effect on one or more Project objective such as scope, schedule, cost and quality.

- a) risk
- b) uncertainty
- c) uncertain conditions
- d) Returns

Q12) \_\_\_\_\_ projects are those set up within the national boundaries of a country.

- a) National**
- b) Normal**
- c) Private**
- d) International**

Q13) \_\_\_\_\_ projects are those which are to be completed within a stipulated time, even at the cost of ending up with a higher project cost.

- a) National
- b) Normal
- c) International
- d) Crash

Q14) An \_\_\_\_\_ project is one that is aimed at increasing the plant capacity for the current product range.

- a) Public
- b) Private
- c) Joint Sector
- d) Expansion

Q15) \_\_\_\_\_ project involves replacing some of the old machinery with new machinery of the same capacity.

- a) Expansion
- b) Joint Sector
- c) Replacement
- d) Expansion

Q16) \_\_\_\_\_ defines how tasks are divided, grouped, and coordinated in organisations.

- a) Organisation
- b) Project Management
- c) Project
- d) Organisational Structure

Q17) \_\_\_\_\_ is the set of tasks grouped chronologically into processes and the set of people or resources needed for those tasks.

- a) Organisation
- b) Workflow
- c) Project
- d) Organisational Structure

Q18) Training requirement is a \_\_\_\_\_.

- a) Financial Factor
- b) HR Factor
- c) Marketing Factor
- d) Administrative Factor

Q19) The method which uses accrual accounting \_\_\_\_\_.

- a) Payback
- b) ARR
- c) NPV
- d) IRR

Q20) Project is implemented at \_\_\_\_\_.

- a) Initiation Phase
- b) Development Phase
- c) Construction Phase
- d) Handover Phase

Q21) All the aspects of the project are examined in \_\_\_\_\_.

- a) Comprehensive Feasibility
- b) Technical Feasibility
- c) Legal Feasibility
- d) Marketing Feasibility

Q22) Market trend is decided by \_\_\_\_\_.

- a) Customer Analysis
- b) Manpower Analysis
- c) Product Description
- d) Technical Analysis

Q23) Technology choice is affected by \_\_\_\_\_.

- a) Plant Capacity
- b) Sources of Materials
- c) Customer Type
- d) Investment Cost

Q24) Capacity decision is affected by \_\_\_\_\_.

- a) Technological Requirements
- b) Utilities
- c) Manpower
- d) Customer Type

Q25) Public deposits can be accepted for a maximum period of \_\_\_\_\_.

- a) 5 years
- b) 3 years
- c) 2 years
- d) 10 years

Q26) Private equity funds provide finance for \_\_\_\_\_.

- a) 10 to 15 years
- b) 15 to 20 years
- c) 3 to 8 years
- d) 20 to 25 years

Q27) Insurance is provided in respect of \_\_\_\_\_.

- a) Public Deposit
- b) Debenture
- c) Term loans
- d) Trade Credit

Q28) Master Budget is a summary of \_\_\_\_\_.

- a) Cash Budget
- b) Sales Budget
- c) Production Budget
- d) All functional budgets

Q29) High Gearing will increase \_\_\_\_\_.

- a) Financial Risk
- b) Business Risk
- c) Cost of Final
- d) Shareholders' Equity

Q30) Ideal situation for profit maximization is \_\_\_\_\_.

- a) Thin Financial leverage
- b) Low operating leverage
- c) Low operating and high financial leverage
- d) Thin Operating leverage

Q31) Leverage help in \_\_\_\_\_.

- a) Long term loans
- b) Designing capital structure
- c) Raising short term loans
- d) Raising medium term loans

Q32) Operating leverage is used to measure \_\_\_\_\_.

- a) Market Risk
- b) Business Risk
- c) Economic Risk
- d) Financial Risk

Q33) Quoted share are those shares which are \_\_\_\_\_.

- a) Listed on the stock exchange
- b) Quoted daily
- c) Quoted by the seller
- d) Quoted by the buyer

Q34) The approach, 'Kaizen' has become popular from \_\_\_\_\_.

- a) 1920
- b) 1990
- c) 2018
- d) 1986

Q35) Drafting of report is done at \_\_\_\_\_.

- a) Performance Phase
- b) analytical Phase
- c) Conclusion Phase
- d) Preparatory Phase

Q36) PERT was established as a planning tool in \_\_\_\_\_.

- a) 1970s
- b) 1990s
- c) 1960s
- d) 1980s

Q37) Purchase of right quantity of material is the objective of \_\_\_\_\_.

- a) Production Management
- b) Material Management
- c) H.R. Management
- d) Marketing Management

Q38) Levers for operational excellence are \_\_\_\_\_.

- a) Lean Manufacturing
- b) Network Optimization
- c) Supply Chain Optimization
- d) All of these

Q39) Production cost budget shows \_\_\_\_\_.

- a) Budgeted cost of sales
- b) Budgeted cost of production
- c) Budgeted purchase
- d) Budgeted capacity

Q40) The source of capital use to get financial leverage is \_\_\_\_\_.

- a) Debenture
- b) Equity capital
- c) Debts capital
- d) Short term loan

41. Leverage analyses relationship between \_\_\_\_\_.

- a) Debenture and loans
- b) Short term loan & equity
- c) Financial & operating leverage
- d) Equity and Debt

42. Operating leverage is 1.26 and financial leverage is 1.02. The combined leverage is \_\_\_\_\_.

- a) 2.9%
- b) 1.29%
- c) 3.29%
- d) 4.50%

43. The limitation operating leverage is \_\_\_\_\_.

- a) Higher Risk
- b) Profitability



- c) Liquidity
- d) Cost effective

44. Net asset value is also called as \_\_\_\_\_.

- a) Asset backing value
- b) Intrinsic value
- c) Liquidation value
- d) a, b and c

45. Effective use of leverage reduces the overall cost of \_\_\_\_\_.

- a) Capital
- b) Money
- c) Production
- d) Sales

46. Private sector makes investment in \_\_\_\_\_.

- a) BOT Project
- b) BOO Project
- c) LROT Project
- d) EPC Project

47. Levers for operational excellence are \_\_\_\_\_.

- e) Lean Manufacturing
- f) Network Optimization
- g) Supply Chain Optimization
- h) All of these

48. Risk arising due to market condition is \_\_\_\_\_.

- a) Internal risk
- b) Technical risk
- c) External risk
- d) Operational risk

49. Budgetary Control system is costly for \_\_\_\_\_.

- a) Large Organisation
- b) Small Organisation
- c) Public sector organisation
- d) Private organization

50. Fair value of a share is equal to \_\_\_\_\_.

- a) Intrinsic Value only.
- b) Yield value only.
- c) Average of Intrinsic and yield Value
- d) Real value only

**Vidyalankar School of Information Technology**  
**TYBMS**  
**Sem : VI**  
**Subject: Retail Management**  
**Sample Questions**

1. Which of the following is a characteristic of debtor-creditor relationships:
  - A. Designed to monitor accounts
  - B. Intended to increase competition
  - C. Controlled by industry standards
  - D. Regulated by various laws
  
2. Which of the following is a benefit of the business-format franchise arrangement:
  - A. Strict operating hours
  - B. Limited number of vendors
  - C. Reduced risk of failure
  - D. Uniform store appearance
  
3. The total number of members in a channel is called \_\_\_\_\_
  - A. channel length.
  - B. distribution pattern.
  - C. distribution intensity.
  - D. channel width.
  
4. For which of the following markets would producers use a short channel of distribution:\_\_\_\_
  - A. Baby boomers
  - B. Local consumers
  - C. Generation X
  - D. Senior citizens
  
5. Channel members' sharing inventory and order-processing information through databases and computer systems is an example of the use of technology in \_\_\_\_\_

- A. pricing.
- B. distribution.
- C. planning.
- D. promotion.

6. Which of the following marketing functions is one the retailer could not perform?

- A. selling.
- B. sorting.
- C. location analysis.
- D. buying

7. The final stage of the consumer shopping/purchase model around which all other stages revolves is the \_\_\_\_\_

- A. buy decision stage.
- B. active information gathering stage.
- C. purchase stage.
- D. post-purchase evaluation stage.

8. Which analysis compares the strengths and weaknesses of a firm against the opportunities and threats

in the external environment.

- A. Environmental analysis.
- B. Business analysis.
- C. SWOT analysis.
- D. None of the above.

9. Which of the following is not included in the list of macro-environmental variables.

- A. Prevailing economic conditions and political manifestos.
- B. Changes in legislation and emerging new technologies.
- C. Financial conditions and culture.
- D. None of the above.

10. What is the term used if management wants to audit the key management functions like salesforce, advertising or pricing?

- A. Vertical audit
- B. Horizontal audit.
- C. External audit.
- D. None of the above.

11. The best way for a retailer to differentiate itself in the eyes of the consumer from the competitions is to.

- A. increase advertising of sale items.
  - B. offer the lowest prices in town.
  - C. always be well-stocked with the basic items that customers would expect to find in your store.
  - D. not sell any of the brand names the competition is selling.
12. The boomerang effect is a relatively new phenomenon that describes
- A. the recent trend for firms to seek bankrupts protection.
  - B. the way styles from years ago come back as today's most popular styles.
  - C. the recent trend of children returning to live with their parents after having already moved out.
13. A transient customer is a consumer who visits a retailer.
- A. and finds the item desired in a matter of minutes
  - B. only when his or her regular retailer is closed.
  - C. that does not meet his or her customer service expectations.
  - D. while on vacation
14. Merchandise availability is an example of a \_\_\_\_\_
- A. cost of sales
  - B. pretransaction service.
  - C. operating cost.
  - D. transaction service.
15. Which of the following is not a factor in determining the service level to offer
- A. income of target market.
  - B. price image of the retailer.
  - C. services offered by the competition
  - D. firm's management structure
16. Which of the following is not a factors is not one of the elements that need to be considered when designing a sales job?
- A. feedback from supervisors.
  - B. the number of complaints a salesperson should have to handle.
  - C. the amount of variety involved
  - D. the appropriate degree of autonomous.
17. Which of the following is not part of a visual communications program
- A. Store name and logo.
  - B. institutional signage.
  - C. lifestyles graphics.
  - D. television advertising
18. In which of the following behavioural models there will be no product differentiation and brands as a

factor plays very little role in the purchase preferences.

- A. Complex buying behaviour.
- B. Variety seeking behaviour.
- C. Dissonance reducing behaviour.
- D. Habitual buying behaviour

19. A set of basic values, perceptions, wants and behaviour learnt by a member of society from the family and other important constitution is called.

- A. Social learning.
- B. Sub-culture.
- C. Culture.
- D. Social development.

20. Which of the following factors include forces like small groups, family, social roles and status that will have an influence on buyer's behaviour?

- A. Cultural factors.
- B. Psychological factors.
- C. Personal factors.
- D. Social factors

21. Which of the following buying instruments does not found in consumer buying?

- A. Requests for quotations.
- B. Proposals.
- C. Purchase contracts.
- D. None of the above

22. Which of the following factors influence the organizational buying decision process?

- A. Buyers objectives.
- B. Purchasing policies and resources
- C. Size and composition of buyers.
- D. All of the above.

23. Which method of organizational buying is suitable for the second-hand (used vehicles, buildings etc, that have unique characteristics, but vary depending on their condition and usage.

- A. Inspection.
- B. Description.
- C. Sampling.
- D. Negotiation.

24. When making 'purchasing decisions', the chief considerations involved in the organizational buying are.

- A. Product quality.
- B. Price.
- C. Service.

D. All the above.

25. Which of the following do not include while in the learning process of a market-oriented organization.

A. Open-minded inquiry.

B. Synergistic information distribution.

C. Mutually informed interpretation and accessible memory.

D. None of the above.

26. Management information system (MIS. supplies information, which includes data from both internal and external sources is useful for.

A. Order processing.

B. Invoicing.

C. customer analysis and product performance.

D. all of the above.

27. Marketing information system gathers information from internal sources like marketing intelligence and marketing research to help the manager in.

A. Assessing the information needs.

B. Developing the needed information.

C. Distributing the information.

D. All of the above

28. Which level of organization uses management information systems data in its decision making?

A. Lower level.

B. Middle level.

C. Top level.

D. All of the above.

29. Which system is useful in coordinating data systems, tools and techniques with supporting software and hardware that enable managers to take appropriate marketing decisions.

A. Sales decision support systems.

B. Marketing decision support systems.

C. Standardized information systems.

D. None of the above

30. \_\_\_\_\_ involves a direct interface with the customer and the coordination of business activities from end to end.

A. Manufacturing

B. Retailing

C. Wholesale

D. Private labels

## Sample Questions

### TYBMS - Brand Management

1. \_\_\_\_\_ programs can be a means of improving recognition for a brand.
  - a. Brand-product matrix
  - b. Corporate societal marketing
  - c. Family Brand level
  - d. Growth
2. \_\_\_\_\_ helps consumers to justify their self-worth to others or themselves.
  - a. Cause marketing
  - b. Brand Reinforcement
  - c. Global brands
  - d. Quantitative marketing
3. \_\_\_\_\_ is the marketing of products that are presumed to be environmentally safe.
  - a. Brand hierarchy
  - b. Modifier
  - c. Blue product
  - d. Green marketing
4. \_\_\_\_\_ improves the strength and favourability of the product.
  - a. Brand-product matrix
  - b. Family Brand level
  - c. Cause marketing
  - d. Brand extension
5. The highest level of the \_\_\_\_\_ technically always involves one brand—the corporate or company brand.
  - a. Brand-product
  - b. Brand attitude
  - c. Brand Vision
  - d. Brand Hierarchy
6. The \_\_\_\_\_ of a branding strategy is the number & nature of different brands marketed in the product class sold by a firm.
  - a. Branding Strategy
  - b. Brand value
  - c. Breadth
  - d. Depth
7. The \_\_\_\_\_ of a branding strategy describes the number & nature of different products linked to the brands sold by a firm.
  - a. Depth
  - b. Breadth
  - c. Product Line
  - d. Brand asset
8. The \_\_\_\_\_ for a firm reflects the number and nature of common and distinctive brand elements applied to the different products sold by the firm.
  - a. Product Line
  - b. Branding Strategy
  - c. Breadth
  - d. Depth



9. \_\_\_\_\_ matrix helps in showcasing different brands in any given product category.
- Brand Hierarchy
  - Brand-product
  - Sub-brands
  - Hierarchy
10. \_\_\_\_\_ are an extremely popular form of brand extension in which the new product carries both the parent brand name and a new name.
- Sub-brands
  - Brand Hierarchy
  - Brand-product
  - Sister-brand
11. \_\_\_\_\_ is management's view of the brand's long-term potential.
- Brand Vision
  - Brand Architecture
  - Brand Hierarchy
  - Brand statement
12. \_\_\_\_\_ is the logical, strategic and relational structure for brands.
- Brand Vision
  - Brand-product
  - Branch asset
  - Brand Architecture
13. In \_\_\_\_\_, company contributes some amount of revenue generated from product sales towards designated cause.
- Breadth
  - Depth
  - Branding Strategy
  - Cause Marketing
14. \_\_\_\_\_ facilitates marketers to devise strategy with regards to future treatment for a given brand.
- Brand Vision
  - Green line
  - Brand-product
  - Product Line
15. \_\_\_\_\_ is the marketing strategy wherein a new product is launched under the existing brand name.
- Category Extension
  - Family extension
  - Family Brand
  - Brand Extension
16. Brand that gives rise to a new product under its name is called "\_\_\_\_\_".
- Brand Extension
  - Family Brand
  - Family extension
  - The Parent Brand
17. If the parent brand is already associated with multiple products through brand extensions, then it may also be called a \_\_\_\_\_.
- The Parent Brand
  - Family extension

- c. Category Extension
  - d. Family Brand
18. \_\_\_\_\_ is when marketers apply the parent brand to enter a different product category from the one it currently serves.
- a. Category Extension
  - b. Family Brand
  - c. Consistency
  - d. Family extension
19. \_\_\_\_\_ can help clarify the meaning of a brand to consumers and define the kinds of markets in which it competes.
- a. Brand Extensions
  - b. Category Extension
  - c. Consistency
  - d. Family extension
20. Brand \_\_\_\_\_ is critical to maintaining the strength and favourability of brand associations.
- a. Category Extension
  - b. Consistency
  - c. Family Brand
  - d. Discretion
21. Brand \_\_\_\_\_ includes regular monitoring of a product at all the levels of product life cycle to keep a check on the changes in the tastes and preferences of customers.
- a. Repositioning
  - b. Reinforcement
  - c. Revitalization
  - d. Consistency
22. Brand \_\_\_\_\_ is the marketing strategy adopted when the product reaches the maturity stage of product life cycle, and profits have fallen drastically.
- a. Repositioning
  - b. Discretion
  - c. Revitalization
  - d. Consistency
23. Brand \_\_\_\_\_ means changing any of the 4 P's of marketing mix viz. Product, price, place and promotion.
- a. Consistency
  - b. Discretion
  - c. Revitalization
  - d. Repositioning
24. \_\_\_\_\_ brand elements are more likely to be helpful in creating brand awareness than brand image.
- a. Revitalization
  - b. Brand Extensions
  - c. Big
  - d. Non-verbal
25. A clear and concise brand strategy leads to stronger overall \_\_\_\_\_.
- a. Brand recognition
  - b. Brand equity
  - c. Architecture

- d. Brand architecture
26. Brand \_\_\_\_\_ is the structure of brands within and organisational identity.
- a. Brand recognition
  - b. Brand equity
  - c. Equity
  - d. Architecture
27. The brand-product matrix is a \_\_\_\_\_ representation of all the products sold by a firm.
- a. Graphical
  - b. Mathematical
  - c. Statical
  - d. Number
28. A \_\_\_\_\_ brand is a product that is not marketed and sold under some type of name brand.
- a. Multi
  - b. Generic
  - c. Corporate
  - d. Single
29. Cause related marketing helps to enhance the company's \_\_\_\_\_ and brand image.
- a. Reputation
  - b. Extension
  - c. Causes
  - d. Societal
30. \_\_\_\_\_ marketing refers to the promotion or advertising of products with environmental characteristics.
- a. Brown
  - b. Green
  - c. Yellow
  - d. Purple
31. Green product development can reduce operation and production costs in the \_\_\_\_\_ run.
- a. Short
  - b. Medium
  - c. Long
  - d. Quick
32. Brand \_\_\_\_\_ is the process of extending into a new product category with the existing company's established brand.
- a. Contraction
  - b. Extension
  - c. Reduction
  - d. Execution
33. When a brand is extended to the same product category, it is called \_\_\_\_\_ extension.
- a. Draw
  - b. Sketch
  - c. Line
  - d. Staff

34. An existing brand that gives birth to a brand extension is the \_\_\_\_\_ brand.
- Sister
  - Parent
  - Son
  - New-born
35. \_\_\_\_\_ brands involve ensuring innovation in product design, manufacturing and merchandising and ensuring relevance in user and usage imagery.
- Forcing
  - Reinforcing
  - Reaction
  - Action
36. Brand \_\_\_\_\_ strategy is employed when a brand has reached maturity and profits begin to decline.
- Reinforcing
  - Revitalizing
  - Differences
  - Reaction
37. In building global customer base brand equity, it is important to understand similarities and \_\_\_\_\_ in the global branding landscape.
- Differences
  - Forcing
  - Reactions
  - Reactions
38. There are \_\_\_\_\_ key elements of customer-based brand equity.
- Four
  - Five
  - Three
  - Six

## Sample Questions

### TYBMS SEM VI

#### Innovative Financial Services

1. The availability of cash and other cash like marketable instruments that are useful in purchases and investments are commonly known as \_\_\_\_\_.
  - a. Liquidity
  - b. Credit
  - c. Marketability
  - d. debit
2. Banking sector comes under which of the following sectors \_\_\_\_\_.
  - a. Marketing sector
  - b. Service sector
  - c. Industrial sector
  - d. Tertiary sector
3. A set of complex and closely connected instructions, agents, practices, markets transactions, claims and liabilities relating to financial aspects of an economy is referred as: \_\_\_\_\_.
  - a. Financial system
  - b. Financial market
  - c. Financial institution
  - d. Financial service
4. \_\_\_\_\_ is a market for financial assets which have a long or indefinite maturity.
  - a. Financial market
  - b. Capital market
  - c. Money market
  - d. Foreign market
5. \_\_\_\_\_ was constituted to protect the interests of investors in securities and to promote the development of and to regulate the securities market through appropriate measures.
  - a. RBI
  - b. SEBI
  - c. BSE
  - d. NSE
6. The factor pays the seller, after deducting some \_\_\_\_\_ on the invoice value.
  - a. Interest
  - b. Discount
  - c. Amount
  - d. Rupees
7. In case of \_\_\_\_\_ factoring, no advance is paid to client and the payment is made to the client only on collection of receivables or the guaranteed payment date as the case may be agreed between the parties.

Maturity  
Recourse  
Non-Recourse  
Full

8. A \_\_\_\_\_ is defined as, “any person who is engaged in the business of issue management”.
- Factor  
Manager  
Merchant banker  
Insurer
9. The management of issue for raising funds through various types of instruments by companies is known as \_\_\_\_\_.
- Issue to banker  
Issue to Broker  
Issue management  
Sub-Broker
10. \_\_\_\_\_ is a formal legal document that is required by and filed with the securities and Exchange Board of India.
- Issue Management  
Prospectus  
Merchant Banker  
Lease
11. Under forfaiting the client is able to get credit facility to the extent of \_\_\_\_\_
- a. 100% of the value of the export bill  
b. 80% of the value of the export bill  
c. 90% of the value of the export bill  
d. 70% of the value of the export bill
12. A \_\_\_\_\_ include the following call for periodical report from the company.
- a. Underwriter  
b. Shareholder  
c. Debenture trustee  
d. Bank
13. A \_\_\_\_\_ is an instrument that evidences the ownership of two or more equipment trust certificates.
- Equipment trust certificate  
Procure the receivables  
Certificate given to investor  
Pass through certificates (PTC)
14. \_\_\_\_\_ look for opportunities to take on risk in the hope of making return
- a. Shareholder  
b. Hedgers

- c. Speculators
  - d. debenture holder
15. Buying low in one market and selling high in the other market , it called \_\_\_\_\_
- a. Arbitrage trading
  - b. Hedging
  - c. Clearing
  - d. Speculator
16. Refactoring charges have to be paid in the case of \_\_\_\_\_
- a. With recourse factoring
  - b. Invoice factoring
  - c. Full service factoring
  - d. Recourse factoring
17. Buying a company's accounts receivable on a nonrecourse basis is known as \_\_\_\_\_
- a. Trading
  - b. Billing
  - c. Factoring
  - d. Forfeiting
18. No stamp duties are levied on LC backed bills up to \_\_\_\_\_ days
- 120
  - 100
  - 90
  - 80
19. There are several stages of venture capital financing as follows \_\_\_\_\_.
- Early stage
  - Expansion
  - Acquisition/Buyout
  - All Stages – Early, Expansion, Acquisition
20. The setting up of the National Housing Bank (NHB), a fully owned subsidiary of the Reserve Bank of India in \_\_\_\_\_, as the apex institution marked the beginning of emergence of housing finance as a fund based financial services in India.
- 1987
  - 1989
  - 1988
  - 1990
21. Tata Motor Credit Company acts as a credit source to car buyers at Tata dealerships is an example of \_\_\_\_\_.
- Purchase Finance Companies
  - Sales Finance Companies
  - Distribution Companies
  - Credit card Companies

22. Consumer get possession of the assets immediately when a fraction of the price is paid under \_\_\_\_\_ arrangement.
- Cash credit
  - Housing Finance
  - Plastic Money
  - Consumer Finance
23. \_\_\_\_\_ is not a types of Smart card.
- Contact smart cards
  - Dual-interface cards
  - Contactless smart cards
  - Duplicate smart cards
24. \_\_\_\_\_ fraud can happen if the account number and expiry date of your card are known.
- Card-not-present
  - Application fraud
  - Stolen card frauds
  - Counterfeit card fraud
25. Forfeiting is an international \_\_\_\_\_ finance tool.
- Trade
  - Business
  - Service
  - Market
26. The \_\_\_\_\_ introduced a new bill market scheme in November 1970.
- SEBI
  - SBI
  - RBI
  - NSE
27. \_\_\_\_\_ means a trustee of a special purpose distinct entity.
- Manager
  - Broker
  - Agent
  - Trustee
28. \_\_\_\_\_ is a contract between the lessor and lessee.
- Underwriting
  - Lease
  - Merchant Banker
  - Sub-broker
29. At present, RBI and NHB develop \_\_\_\_\_ for housing prices.
- Index
  - Sensex
  - NSE



Indices

30. The basic structure of land administration involves \_\_\_\_\_ main institutions.  
Three  
Two  
Four  
Six
31. There are several stages of venture capital financing, they can be divided into \_\_\_\_\_ main groups.  
Two  
Four  
Three
32. The venture capitalist is forced to liquidate the unit in case it is \_\_\_\_\_ working well.  
Good  
extra  
Not  
Better
33. It is important to note that in the leasing contract, ownership of the asset is with the \_\_\_\_\_.  
Lessor  
Lessee  
No one  
Both lessor and lessee
34. Identify odd one \_\_\_\_\_.  
HDFC  
ICRA  
Dena Bank  
ICICI
35. In the domestic factoring \_\_\_\_\_ parties are involved.  
Three  
Four  
Five  
Ten
36. The BSE \_\_\_\_\_ stock broking of India.  
Oldest  
Modest  
Creative  
Prosperous
37. The issuing company is expected to pay brokerage within \_\_\_\_\_ months from the date of allotment.

- Two
- Four
- One
- Three

38. A banker to an issue is required to maintain books of accounts for a minimum period of \_\_\_\_\_ years.

- Two
- Four
- One
- Three

39. Lease across the national frontiers is called \_\_\_\_\_ leasing.

- Cross border
- Operating
- Financial
- Direct

40. Venture funds in India can be divided on the \_\_\_\_\_ of the type of promoters.

- Basis
- Extra
- Main
- Second

41. \_\_\_\_\_ has high-risk and high-return characteristics.

- Venture capital
- Housing Finance
- Lease
- Hire Purchase

42. An application scoring more than \_\_\_\_\_ points is considered as one with good credit standing.

- 30
- 70
- 50
- 100

43. Identify the benefits of credit-rating to investors:

1. Safeguard against bankruptcy
2. Lower cost of borrowing

3. Saving of resources
4. Reduction of cost in public issues
5. Credibility of issues
6. Wider audience for borrowing

- a. 1, 3, 5
- b. 2, 4, 6
- c. 1, 4, 5, 6
- d. 1, 2, 5

44. The credit sales and receivables of M/s M. Ltd. At the end of the year are estimated at Rs. 3,74,00,000 and Rs. 46,00,000 respectively.

The factor will maintain a receivables collection period of 30 days. 365 days are to be taken in a year for the purpose of calculation of receivables.

Calculate reduction in receivables.

Rs. 14,89,650

Rs. 15,26,027

Rs. 13,35,450

Rs. 12,45,456

45. The cost of factoring services primarily comprises of the following \_\_\_\_\_ components:

- One
- Two
- Three
- Four

46. There are \_\_\_\_\_ layers of structured or institutional venture capital funds.

- Three
- Two
- Four
- Five

## Strategic Financial Management

### Sample Questions

1. Dividend policy of a company mainly concerns with:
  - I. Dividend payout and /or
  - II. Stability of dividend
  - a) Only I is correct
  - b) Only II is correct
  - c) Both I and II are correct
  - d) Both I and II are incorrect
2. Which of the following is not very much relevant in dividend decision?
  - a) Availability of disposable profit
  - b) Investor's expectations for dividend
  - c) Capital market conditions
  - d) Industry practice
3. Which one of the following is not true about dividend decision?
  - a) Payment of dividend involves legal as well as financial consideration.
  - b) Dividends can be paid only when there are profits.
  - c) Dividends can be paid when there are losses.
  - d) Stock dividend does not affect liquidity position of the company.
4. Stock dividend is also known as:
  - a) Scrip Dividend
  - b) Bonus shares
  - c) Right shares
  - d) Property dividend
5. The dividend irrelevance theorem to share valuation was propounded by:
  - a) James E. Walter
  - b) Myron Gordon
  - c) Modigliani and Miller
  - d) None of the above
6. MM Theory in perfect market suggests that dividend payment:
  - a) Has a positive impact on the value of firm

- b) Has no impact on the value of a firm
- c) Has a negative impact on the value of firm
- d) Has negligible impact on the firm

7. Which one of the following is not an assumption of the Modigliani-Miller (MM) model?

- a) There are perfect capital markets.
- b) Investors do not behave rationally.
- c) There are not flotation and transactions costs.
- d) No investors are large enough to affect the market price of shares.

8. Which one of the following is not an assumption of the Modigliani-Miller (MM) model?

- a) There is no risk or uncertainty in regard to the future of the firm.
- b) Information about the company is available without any cost.
- c) The firm has rigid investment policy.
- d) Dividend policy has no impact on the market price of the shares.

9. Which one of the following is not correct?

- a) MM model suggest that dividend decisions affects the value of the firm.
- b) Stock dividend promises to pay the shareholders at a future date.
- c) Usual method of paying dividend is cash dividend.
- d) Company should follow regular dividend policy.

10. The relevance theory of dividend was supported by:

- a) Walter
- b) Gordon
- c) Both of the above
- d) 'None of the above

11. Which one of the following is not an assumption of the Walter's relevance theory model?

- a) The firm has a very long life.
- b) Earnings and dividends do not change while determining the value.
- c) The internal rate of return ( $r$ ) and cost of capital ( $k$ ) of the firm are constant.
- d) The firms are financed through external sources.

12. According to Walter. the firm should retain the profits if:

- a )  $r < k$
- b )  $r = k$
- c )  $r > k$
- d ) None of these

13. According to Walter. firm should pay 100% dividend if:

- a )  $r < k$
- b )  $r = k$
- c )  $r > k$
- d ) None of these

14. According to Walter. the dividend pay-out does not affect the price of the shares if

- a )  $r < k$
- b )  $r = k$
- c )  $r > k$  di None of these
- d ) None of these

15. Right shares enjoy preferential rights with regard to:

- a) Payment of dividend
- b) Payment of retained earnings
- c) Repayment of capital
- d) None of the above

16. Which one of the following is not an assumption of the Gordon's relevance theory model?

- a) Corporate taxes exist
- b) The firm is an all equity firm.
- c) The rate of return and cost of capital of the firm remains constant.
- d) The firm has perpetual life.

17. Which one of the following is true about Gordon's relevance theory?

- a) If  $r < k$ . then optimum payout would be 100%.
- b) If  $r = k$ . then there is no optimum dividend payout.
- c) If  $r > k$ . then firm should distribute smaller dividends and should retain maximum earnings.
- d) All of the above.

18. Determinants of dividend policy are:

- a) Legal provisions as laid down in Companies Act 2013.
- b) Nature of the company.
- c) Expectations of the shareholders.
- d) Future financial requirements of the firm.
- e) Taxation policy of the government.
- f) Stability of dividends.
- g) Availability of liquid resources.
- h) All of the above

19. Which one of the following are sources of dividends?

- a) Current year's profit.
- b) Past year's profits.
- c) Money provided by the government.
- d) All of the above.

20. The dividend-payout ratio is equal to:

- a) Dividends per share divided by EPS
- b) Dividends per share divided by face value per share.
- c) Dividends per share divided by market price per share
- d) Cost of capital plus dividend yield.

21. Capital budgeting is also known as:

- a) investment decisions making
- b) Planning capital expenditure
- c) Both of the above
- d) None of the above.

22. Capital budgeting decisions are of:

- a) Long term nature
- b) Short term nature
- c) Both of the above
- d) None of the above.

23. Which of the following statement is not true for capital budgeting?
- a) Capital budgeting decisions are irreversible in nature.
  - b) Capital budgeting decisions affect the future stability of the firm.
  - c) Business expansion decision in a capital expenditure decisions.
  - d) Sunk cost is a relevant cost in capital budgeting.
24. Which of the following statements are false?
- a) Cash flows and accounting profit are same.
  - b) Cash flows are profit before depreciation but after tax.
  - c) Net Present value method is based on cash flows.
  - d) Average rate of return method is based on cash flows.
25. Which of the following is not a capital budgeting decision?
- a) Expansion Programme
  - b) Acquisition of long term assets
  - c) Replacement of an existing Asset
  - d) Inventory control.
26. Which one of the following methods of capital budgeting is based on cash flows?
- a) Payback period
  - b) NPV
  - c) Profitability index
  - d) All of the above
27. Capital Budgeting Decisions are based on:
- a) Incremental Cash Flows
  - b) Incremental Profit
  - c) Incremental Assets
  - d) Decremental Assets.
28. Which of the following is not a relevant cost in Capital Budgeting?
- a) Sunk Cost
  - b) Opportunity Cost
  - c) Allocated Overheads
  - d) Both (a) and (c) above.



29. Which of the following is not followed in capital budgeting?
- a) Cash flows Principle
  - b) Interest Exclusion Principle
  - c) Accrual Principle
  - d) Post-tax Principle.
30. Which of the following is not true for capital budgeting?
- a) Sunk costs are ignored
  - b) Opportunity costs are excluded
  - c) Incremental cash flows are considered
  - d) Relevant cash flows are considered.
31. Which of the following is not used in Capital Budgeting?
- a) Payback period
  - b) NPV
  - c) Net Assets Method
  - d) Profitability Index
32. Which of the following is not incorporated in Capital Budgeting?
- a) Tax-Effect
  - b) Time Value of Money
  - c) Required Rate of Return
  - d) Rate of Cash Discount.
33. Which of the following capital is not shown in company's balance sheet?
- a) Authorised capital
  - b) Issued and Subscribed capital
  - c) Called and paid up capital
  - d) Reserve Capital
34. Permission from central government to issue share capital is required if Nominal capital exceeds Rs. 1 crore. True
35. A company is said to be Deemed Public Company as per Companies Act, 2013: Deemed Company would mean a company which is subsidiary of a public company. It does not matter if such companies are private by its articles.
36. Share application and allotment account is a:

- a) Personal account
- b) Real account
- c) Nominal account

37. Only sweat equity shares can be issued at a discount True

38. Securities premium account is shown on the liabilities side of the balance sheet under the head:

- a) Share capital
- b) Reserves and surplus
- c) Current liabilities

39. As per Section 52 of the companies act. amount collected as premium on securities cannot be utilised for:

- a) Issuing fully paid bonus shares to the members
- b) Purchase of fixed assets
- c) Writing off preliminary expenses
- d) Buy back of its own shares
- e) Premium payable on redemption of preference shares

40. Financial decisions involve with:

- a) Investment, financing and dividend decisions
- b) Investment, financing and sales decisions
- c) Financing, dividend and cash decisions

41. Factoring is a method of raising:

- a) Long term finance
- b) Medium term finance
- c) Short term finance

42. Financing leverage =

- a) Contribution/Earnings before interest and tax
- b) Earnings before interest and tax/Earnings before tax
- c) Earnings after interest and tax/Earnings after tax

43. Debenture securities carry:

- a) Voting rights and dividend
- b) Interest and voting rights
- c) Interest and dividend

d) Interest only

44. The prime objective of an enterprise is:

- a) Maximization of sales
- b) Maximization of owner's equity
- c) Maximization of profit

45. Non-members can trade in securities at stock exchanges with the help of

- a) Jobbers
- b) Brokers
- c) Authorized clerk

46. Financial Leverage is intended to:

- a) Increase return on capital employed
- b) Increase net equity return
- c) Decrease volatility in return
- d) Increase return on capital employed and net equity

47. The extent to which an organization uses fixed cost on its cost structure is called:

- a) Overall leverage
- b) Financial leverage
- c) Fixed Leverage
- d) Operating leverage

48. Use of fixed interest securities in the capital structure is called:

- a) Operating leverage
- b) Financial leverage
- c) Overall leverage
- d) None of the above

49. What are the considerations in designing capital structure of a corporate?

- a) Trading on Equity
- b) Cost of capital
- c) Profitability
- d) All of the above

50. Capital structure designing has nothing to do with:

- a) Profitability
- b) Solvency
- c) Flexibility
- d) Transferability

51. Capital structure represents:

- a) Ratio between different forms of capital
- b) All liabilities

- c) All assets
  - d) Assets and liabilities
52. Cost of capital does not mean:
- a) Cut off rate decided by management
  - b) Rate of interest
  - c) Expectations of investors for dividend
  - d) Money paid to SEBI for permission to acquire capital
53. In dividend decision, which of the following is not very much relevant?
- a) Capital market conditions
  - b) Industry practice
  - c) Availability of disposable profit
  - d) Investor's expectations for dividend
54. M - M Theory in perfect market suggests that dividend payment -
- a) Has a positive impact on the value of firm
  - b) Has no impact on the value of a firm
  - c) Has a negative impact on the value of firm
  - d) Has negligible impact on the firm
55. According to Walter, firm should pay 100% dividend if -
- a)  $r > k$
  - b)  $r = k$
  - c)  $r < k$
  - d) None of these
56. The rate of discount at which NPV of a project becomes zero is also known as
- a) Average Rate of Return
  - b) Internal Rate of Return
  - c) Alternative Rate of Return
  - d) None of the above
57. Who propounded the dividend irrelevance theorem to share valuation -
- a) Myron Gordon
  - b) Modigliani and Miller
  - c) James E. Walter
  - d) None of the above
58. Approximately, IRR is inverse of:

- a) Payback period
- b) NPV
- c) Adjusted Accounting Rate of Return
- d) None of the above Ans. Adjusted Accounting Rate of Return


59. If NPV is positive, the IRR will be:

- a) Positive
- b)  $K = R$
- c)  $K < R$
- d) None of these Ans.  $K < R$

60. Consider the following steps in the process of Capital Budgeting:

- 1) Identification of investment proposals.
- 2) Fixing priorities.
- 3) Evaluation of various proposals.
- 4) Selection and preparation of Capital Budgets.
- 5) Implementation.
- 6) Performance Review.

Which of the sequence of these steps is correct?

- A. 1,2,3,4,5,6
  - B. 2, 1, 3, 4, 5, 6
  - C. 1, 3, 2, 4, 5, 6
  - D. 1, 4, 3, 2, 5, 6
- 

**TY BMS HR GP HRM SEM VI MAY 2021 SAMPLE QUESTION PAPER**

- 1) \_\_\_\_\_ is imperative for success in international business.
  - a) Curiosity
  - b) Mediocrity
  - c) Competition
  - d) Excitement
  
- 2) \_\_\_\_\_ employees on cross cultural communication becomes extremely essential when a company has customers residing in many different countries.
  - a) Selecting
  - b) Hiring
  - c) Training
  - d) Guiding
  
- 3) A good international HR personnel understands that \_\_\_\_\_ is the key to success.
  - a) Rigidity
  - b) Stability
  - c) Flexibility
  - d) None of these
  
- 4) \_\_\_\_\_ evaluation is the effective function of international human resource management.
  - a) Performance
  - b) Resource
  - c) Finance
  - d) None of these
  
- 5) Some people consider international HRM is similar to \_\_\_\_\_ management.
  - a) Event
  - b) Man
  - c) Expatriate
  - d) Finance
  
- 6) Offshoring is the \_\_\_\_\_ of a business process from one country to another at the same time Companies usually offshore manufacturing or services to \_\_\_\_\_ countries.
  - a) Allocation, Developed
  - b) Selection, Under-developed
  - c) Relocation, Developing
  - d) European, Ultra developed

- 7) International business is \_\_\_\_\_ all the time.
- a) Stable
  - b) Constant
  - c) Rigid
  - d) Dynamic
- 8) Rapid growth of \_\_\_\_\_ has increased the number of MNC, resulting in the increased mobility of human resources.
- a) Globalization
  - b) Monetization
  - c) Recession
  - d) Depression
- 9) The focus of cross-cultural human resource management is to keep \_\_\_\_\_ .
- a) Selecting
  - b) Hiring
  - c) Changing
  - d) None of these
- 10) Cross-cultural human resource management brings \_\_\_\_\_ enhancement between people.
- a) Job
  - b) Pay
  - c) Trust
  - d) NGO
- 11) An employee sent on foreign assignment may fail in his assignment and return to home country due to activities such as \_\_\_\_\_, riots.
- a) Public Poll
  - b) Elections
  - c) Terrorism
  - d) Language Problem
- 12) Global companies use the \_\_\_\_\_ for the search, marketing and adapting to their customer's needs.
- a) Arpanet

- b) Internet
- c) Dictionary
- d) Intranet

13) A community is said to be culturally \_\_\_\_\_ if its residents include members of different groups.

- a) Same
- b) Diverse
- c) Intermediate
- d) Advantage

14) Changing \_\_\_\_\_ is the main reason for the emergence of diversity.

- a) Jobs
- b) Politics
- c) Demographics
- d) Trade Relations

15) Cultural \_\_\_\_\_ is been aware that both cultural differences as well as cultural similarities exists between people.

- a) Diversity
- b) Variety
- c) Sensitivity
- d) Rigidity

16) Cultural \_\_\_\_\_ is a skill that can be developed at both professional and social levels.

- a) Awareness
- b) Shock
- c) Back Up
- d) Variety

17) When employees enter another nation they tend to suffer cultural \_\_\_\_\_.

- a) Variety
- b) Sensitivity
- c) Shock
- d) Culture

18) When an organization tries to expand its operation geographically to more than one country, it tends to become a \_\_\_\_\_ organization.

- a) Emotional
- b) Strategic



- c) Multicultural
- d) Biological

19) A Labour market is the relationship of communication between the suppliers and organizations which demand \_\_\_\_\_.

- a) Goods
- b) Labour
- c) Money
- d) Travel

20) \_\_\_\_\_ refers to the international labour pool of workers.

- a) National workforce
- b) Global Workforce
- c) Regional Workforce
- d) City Workforce

21) Companies do not need to \_\_\_\_\_ in order to offshore. Business ethics may be defined as a set of \_\_\_\_\_ standards which people owning and managing business are expected to follow.

- a) Cut costs, Legal
- b) Hike price, Social
- c) Outsource, Moral
- d) Offshore, Cultural

22) The \_\_\_\_\_ values of the society define the meaning and reason of business and how it is organised. Thus \_\_\_\_\_ expatriates remain overseas for the whole duration of their stay with the firm.

- a) Cultural, Many
- b) Social, Few
- a) Legal, Bi-sectoral
- c) Financial, Anonymous

23) Human Capital is a source of \_\_\_\_\_ advantage because it is a valuable , rare inimitable and non- substitutable resource & people with \_\_\_\_\_ skills are valuable to the organization.

- a) Destructive, Single
- b) Competitive, Multiple
- c) Non-competitive, Double
- a) Helpful, Half

24) \_\_\_\_\_ is a phase in which the expatriate and his or her family readjust to their return to the home country.

- a) Variation
- b) Transition
- c) Initiation
- d) None of these

25) \_\_\_\_\_ means the return of an employee to his/ her home country from overseas management assignment.

- a) Matriation
- b) Expatriation
- c) Repatriation
- d) None of these

26) Family adjustments, effect on partner's career, multinational responses comes under \_\_\_\_\_ factor in repatriation process and \_\_\_\_\_ has an important impact on a person's intent to stay with the organization.

- a. Social, Work adjustment
- b. Environmental, Readjustment
- c. Political, Culture shock
- d. Economic, Cross cultural management

27) \_\_\_\_\_ means settling into temporary accommodation where necessary, making arrangements for housing and schooling and carrying out other administrative tasks and \_\_\_\_\_ refers to removing personal effects, breaking ties with colleagues and friends, and travelling to the next posting, usually the home country.

- a. Reliability, Planning
- b. Transition, Physical relocation
- c. Adaptability, Readjustment
- d. Accuracy, Transition

- 28) \_\_\_\_\_ involves developing plans for the future and gathering information about the new position and \_\_\_\_\_ is defined as the expat's ability to understand the culture in which they are living and working and to integrate fit into it.
- Relocation, Flexibility
  - Preparation, Cultural sensitivity
  - Transition, Curiosity
  - Readjustment, Open mindedness
- 29) \_\_\_\_\_ is a common misconception that men in some cultures think that female managers should not be posted overseas and also \_\_\_\_\_ can occur when compensation does not match the position or the high cost of living overseas.
- Gender stereotyping, Income gaps
  - Differences in thinking, Lack of employment opportunities
  - Benchmarking, Career problems
  - Narrow mindedness, Lack of experience
- 30) Many multinational firms operate through \_\_\_\_\_.
- Language standardization.
  - Corporate culture.
  - Organizational structure.
  - Cross cultural convergence.
- 31) International HRM places lesser emphasis on a number of responsibilities and functions such as
- Relocation
  - Orientation
  - Translation of services
  - Regional Policies
- 32) Which of the following listed below any HR Managers should not ensure success
- Use workforce skills and abilities in order to exploit environmental opportunities and neutralize threats
  - Employ innovative reward plans that recognize employee contributions and grant enhancements
  - Indulge in continuous quality improvement
  - Overlapping roles and responsibilities

- 33) Repatriation process has \_\_\_\_\_ factors that affects the employee.
- Two
  - Three
  - Four
  - Six
- 34) Expatriates consistently have \_\_\_\_\_.
- Control and Coordination.
  - Career advancement and financial gain.
  - Training and development
  - Directing and Supervising
- 35) The work related challenges faced by repatriates includes \_\_\_\_\_.
- Language barriers.
  - Cultural differences.
  - Loss of visibility and isolation.
  - Corporate politics.
- 36) \_\_\_\_\_ is recruiting the top management executives, who are highly skilled and resourceful.
- Job Hunting
  - Place Hunting
  - Head hunting
  - Region Hunting
- 37) Companies and recruitment agents have moved much of their recruitment process \_\_\_\_\_ so as to improve the speed.
- Online
  - Offline
  - Offshore
  - On Shore
- 38) It should be noted that selection is a \_\_\_\_\_ process between the individual and organization.
- One way
  - Two way
  - Three way
  - Four way
- 39) Multinational companies ended place heavy reliance on the relevant \_\_\_\_\_ skills during the expatriate selection process.
- Management
  - Social
  - Studying Skills

d) Technical Skills

40) International forms are usually required to demonstrate that a \_\_\_\_\_ is not available before the host government will issue the necessary work permit.

- a) PCN
- b) TCN
- c) ICN
- d) HCN

## TYBMS HR GROUP : Indian Ethos In Management

### Sample Questions

1. The positive stress is also called the \_\_\_\_\_.  
a. Eustress                      b. Physiological                      c. Physical                      d. None of these
2. \_\_\_\_\_ withdrawal will manifest itself in increased rates of tardiness and absenteeism.  
a. Negative                      b. Positive                      c. Physical                      d. All of these
3. Depression in the economy can create \_\_\_\_\_ stress for sales personnel.  
a. Positive                      b. Negative                      c. Eustress                      d. None of these
4. Outside the organization, a person's \_\_\_\_\_ also plays an important role in contributing to stress conditions.  
a. Dressing styles                      b. Speaking styles                      c. Life styles                      d. Family
5. One major source of job stress is the \_\_\_\_\_ itself.  
a. Financial                      b. Psychological                      c. Job                      d. All of these
6. When we start doubting everything and everyone around us, their character, their intentions; it results in personal frustration and loss of \_\_\_\_\_.  
a. Prayer                      b. Satisfaction                      c. Focus                      d. All of these
7. \_\_\_\_\_ frequently lead to bragging, boasting, and becoming self-centered.  
a. Performance                      b. Yoga                      c. Focus                      d. Huge egos
8. When the performance system is tied directly to specific goals with no flexibility, \_\_\_\_\_ takes over.  
a. Aggression                      b. Greed                      c. Patience                      d. None of these
9. Meditation is the best kind of \_\_\_\_\_.  
a. Prayer                      b. Dharma                      c. Silent                      d. Wealth
10. Achieving spiritual satisfaction from our work makes us far more able, effective and \_\_\_\_\_.  
a. Wealth                      b. Huge egos                      c. Peaceful                      d. None of these
11. The \_\_\_\_\_ leadership approach supports the 'follower theory'.  
a. Autocratic                      b. Transformational                      c. Rational                      d. Situational
12. The karta is liable to pay the dues even from his \_\_\_\_\_ property.  
a. Paternalistic                      b. Personal                      c. Mentors                      d. None of these
13. \_\_\_\_\_ leader are the leaders who became a leader because situation demands.

- a. Born                      b. Neutral                      c. Made                      d. All of these
14. Doing the right thing in the face of \_\_\_\_\_ requires courage and visionary leaders possess the required strength of character.
- a. Adversity                      b. Situational                      c. Bargaining                      d. None of these
15. Visionary leaders recognize their followers as complete human beings and act as \_\_\_\_\_ to their followers.
- a. Non-existent                      b. Coparcener                      c. Karta                      d. Mentors
16. The subordinates expect equality and \_\_\_\_\_ from their leader.
- a. Honesty (satyata)                      b. Motivators                      c. Justice                      d. Supreme
17. The only basic truth which has developed into the vast Indian ethos is that there is profound \_\_\_\_\_ dimension in every human being.
- a. Self-respecting                      b. Spiritual                      c. Egoistic                      d. None of these
18. Employees like to see their leader as \_\_\_\_\_ that is truthfulness, so leader or manager has to earn these qualities.
- a. Reaction                      b. Spiritual                      c. Justice                      d. Honesty (satyata)
19. A manager can periodically ask his employees to rate their own \_\_\_\_\_, giving reasons for the ratings.
- a. Best performance                      b. truthfulness                      c. G/T ratio                      d. All of these
20. \_\_\_\_\_ types have to be handled through education, harmony and 'sattavik' approaches.
- a. Reaction                      b. Momentum                      c. Parasite                      d. None of these
21. '\_\_\_\_\_' means pupils to think themselves about what they heard and make their own inferences and assimilate the lesson taught by their teacher into the life.
- a. Gurukul                      b. Manana                      c. Vedic literature                      d. None of these
22. Human values such as trust, respect, honesty, dignity, and courtesy are the \_\_\_\_\_ of any free, advanced society.
- a. Spiritual                      b. Philosophical                      c. Mathematical                      d. Building blocks
23. The Guru (teacher), was a guide, \_\_\_\_\_ and \_\_\_\_\_.
- a. Values, Money                      b. Father, role-model                      c. Divination, Perfection                      d. None of these
24. Guru is composed of the \_\_\_\_\_ gu and ru.
- a. Competitors                      b. Brothers                      c. Syllables                      d. All of these
25. \_\_\_\_\_ has started, where male and female members both are given equal chance for study.

- a. Co-education      b. Gurukul      c. Convent      d. None of these
26. Detached involvement in work is the key to mental equanimity or the state of "\_\_\_\_\_."
- a. Nirdwanda      b. Humility      c. Anger      d. None of these
27. He who shares the wealth generated only after serving the people, through work done as a sacrifice for them, is freed from all \_\_\_\_\_.
- a. Yojana      b. Atmana      c. Confidence      d. Sins
28. The work one undertakes should be done with \_\_\_\_\_.
- a. Attachment      b. Mindless      c. Diligence      d. Thoughtless
29. No one should feel that he is \_\_\_\_\_.
- a. Desireless      b. Indispensable      c. Aggressive      d. Intelligent
30. If there is something wrong in one's life, there is something wrong in their \_\_\_\_\_ as well.
- a. Mind      b. Past      c. Present      d. Future



**VIDYALANKAR SCHOOL OF INFORMATION TECHNOLOGY**

**TYBMS HR Sem 6**

**Organisational Development**

**Sample Questions**

1. Improvement is \_\_\_\_\_ change
  - a. Slow
  - b. Gradual
  - c. Continuous
  - d. Fast
  
2. \_\_\_\_\_ means creating a picture of the desired future.
  - a. Visioning
  - b. Planning
  - c. Co-ordination
  - d. Co-operation
  
3. The \_\_\_\_\_ behaviours and human resource practices enable organization members to develop and use their towards individual growth and organization success.
  - a. Leadership
  - b. Manager
  - c. Supervisor
  - d. Employees
  
4. \_\_\_\_\_ could be organization improvement through participant action research.
  - a. OD
  - b. HRM
  - c. CHRM
  - d. MIS
  
5. Individual performance should be \_\_\_\_\_.
  - a. Decrease
  - b. Increase
  - c. Improved
  - d. Decline
  
6. \_\_\_\_\_ is a discipline applying behavioural sciences to help organizations adapt to these changes.
  - a. Organization Development (OD)
  - b. Improvement
  - c. Change
  - d. Open and Adaptive
  
7. OD involves planned change for \_\_\_\_\_ of an organization.

- a. Organization Development (OD)
- b. Improvement
- c. Change
- d. Open and Adaptive

8. \_\_\_\_\_ indicates the completion of the diagnosis and preparation for the transition to planned change.

- a. Answers
- b. Data
- c. Feedback
- d. Information

9. The organization level study is \_\_\_\_\_ study.

- a. Macro
- b. Micro
- c. Gradual
- d. Economic

10. Through \_\_\_\_\_ system, data is gathered on tasks performed by individuals and groups in the organization.

- a. Evaluation
- b. Basic
- c. Organizational
- d. Applied

11. Organization \_\_\_\_\_ represents values, basic assumptions and norms shared within the organization.

- a. Consistent
- b. Customization
- c. Compensation
- d. Culture

12. The results of an organization can be measured at \_\_\_\_\_ levels.

- a. Four
- b. Three
- c. Two
- d. One

13. \_\_\_\_\_ is a behavioural science process to collect data about the experiences of people.

- a. Organizational diagnosis
- b. Diagnosis
- c. Changing
- d. Political analysis

14. \_\_\_\_\_ is a cyclical process with build – in enabling effect

- a. Organizational diagnosis
- b. Diagnosis
- c. Changing
- d. Political analysis

15. The primary purpose of organizational diagnosis is to know how good or how healthy the organization is to survive and succeed in the \_\_\_\_\_ environment.
- Organizational diagnosis
  - Diagnosis
  - Changing
  - Political analysis
16. \_\_\_\_\_ and social psychological perspective focuses on the social behavior of individuals and groups in the organization.
- Political analysis
  - Sociological
  - Professional Management
  - Different stages
17. \_\_\_\_\_ refer to various technique of OD which are used for improving individuals, groups and the total organization.
- OD interventions
  - Intervention
  - Organizational Development
  - Human Resource Interventions
18. The term \_\_\_\_\_ refers to a set sequenced, planned actions or events intended to help an organization to increase its effectiveness.
- OD interventions
  - Intervention
  - Organizational Development
  - Human Resource Interventions
19. \_\_\_\_\_ encompasses the actions involved with applying the study of behavioural science to organizational change.
- OD interventions
  - Intervention
  - Organizational Development
  - Human Resource Interventions
20. \_\_\_\_\_ are concerned with methods of managing the people in a more effective way.
- OD interventions
  - Intervention
  - Organizational Development
  - Human Resource Interventions
21. \_\_\_\_\_ is an outgrowth of the managerial grid approach to leadership.
- OD interventions
  - Intervention
  - Grid training
  - Survey feedback
22. \_\_\_\_\_ is based on the study of the unit of analysis (such as work group , department or a whole organization) by using questionnaires.

- a. OD interventions
- b. Intervention
- c. Organizational Development
- d. Human Resource Interventions

23. \_\_\_\_\_ attempts to efficiency help diagnose and solve important problems of organizations.

- a. Transactional analysis
- b. Process Consultation
- c. Pre-intervention phase
- d. Post- intervention phase

24. A \_\_\_\_\_ of the interaction in early contacts between clients and consultant is implicitly related to developing a relationship of mutual trust.

- a. Good deal
- b. OD consultant
- c. Client organization
- d. High energy

25. In other words the \_\_\_\_\_ should act in the expert role on the process uses but not on the task.

- a. Good deal
- b. OD consultant
- c. Client organization
- d. High energy

26. One of the mistake one can make in the change agent role is to let oneself be seduced into joining the culture of the \_\_\_\_\_.

- a. Good deal
- b. OD consultant
- c. Client organization
- d. High energy

27. \_\_\_\_\_ and physical endurance is the ability and motivation to work long and often times grueling hours.

- a. Good deal
- b. OD consultant
- c. Client organization
- d. High energy

28. \_\_\_\_\_ is the ability and skill to focus on a clear objective and to subordinate other interests to that objective.

- a. Good deal
- b. OD consultant
- c. Directing energy
- d. Adaptability and flexibility

29. \_\_\_\_\_ and \_\_\_\_\_ is the ability and skill to modify one's behavior.

- a. Good deal
- b. OD consultant
- c. Directing energy
- d. Adaptability and flexibility

30. Conceptual \_\_\_\_\_ is the capacity to see problems from multiple perspectives.
- Planning
  - Focus
  - Flexibility
  - Fixed
31. Future \_\_\_\_\_ reflects strategic vision , appreciation of long range planning and a sense of the broad span of time.
- Planning
  - Focus
  - Mission
  - Vision
32. \_\_\_\_\_ is being skilled in assessing political issues and interests beyond narrow organizational interests.
- Conceptual Competence
  - Political Sensitivity
  - Interpersonal Competence
  - Empowering Subordinates
33. \_\_\_\_\_ power based on the ability of the power holder to punish another.
- Coercive
  - Technical
  - Mechanical
  - Natural
34. Organization Development is broad based and its involves \_\_\_\_\_ in the entire organization.
- Organization Development (OD)
  - Improvement
  - Change
  - Open and Adaptive
35. \_\_\_\_\_ perspective helps in a through analysis or an organization.
- Political analysis
  - Sociological
  - Professional Management
  - Different stages
36. The \_\_\_\_\_ peace – making technique attempts to settle inter-personal and inter-group conflicts using modern concepts and methods of conflict management.
- First party
  - Fourth party
  - Second party
  - Third Party
37. \_\_\_\_\_ in which information is provided about the immediate and long term outcome of the intervention.
- Transactional analysis
  - Process Consultation
  - Pre-intervention phase
  - Post- intervention phase
38. If the \_\_\_\_\_ is delivered in a highly sensitive manner, it is likely that clients and practitioners receiving evaluation feedback.
- Second level

- b. Feedback
  - c. Procedural intervention
  - d. Relationship intervention
39. \_\_\_\_\_ relates to conceptual flexibility in that both are essential for strategic vision.
- a. Conceptual Competence
  - b. Political Sensitivity
  - c. Interpersonal Competence
  - d. Empowering Subordinates
40. \_\_\_\_\_ and flexibility is the ability and skill to modify one's behaviour.
- a. Good deal
  - b. OD consultant
  - c. Directing energy
  - d. Adaptability

TYBMS SEM VI  
INDIRECT TAXES  
SAMPLE QUESTIONS  
APRIL 2021

(Note- These are the reference questions which only forms the basis of asking questions in main exams.)

1. Following are the demerits of indirect taxes.

- Social welfare
- Difficult to evade
- No differentiation between rich and poor

Flexibility

2. Following is covered under GST.

- Petroleum crude
- High speed diesel
- Detergent
- Natural Gas

3. Mr. Daniyal in Karnataka supplies a television to Mr. Shyam in Maharashtra. The television's price (inclusive of GST) is Rs.50000. Mr. Daniyal wants to arrive at the value of tax if rate of tax is 18%. How much it will be?

- SGST and CGST Rs. 3813
- SGST and CGST Rs. 7627
- IGST Rs. 7627
- IGST Rs.9000

4. Mr. Daniyal in Karnataka supplies a television to Mr. Shyam in Maharashtra. The television's price (inclusive of GST) is Rs.50000. Mr. Daniyal wants to arrive at the value of television if rate of tax is 18%. How much it will be?

- Rs.7627
- Rs. 9000
- Rs. 41000
- Rs. 42372

5. Long form of GSTN is\_\_.

- Goods and Service Tax Identification Number

- Goods and Service Tax Number
- Goods and Service Tax Identification Network
- Goods and Service Tax Network

6. \_\_\_\_ means two or more individual supplies of goods and services or any combination thereof, made in conjunction with each other by a taxable person for a single price where such supply does not constitute a principle supply.

- Contra supply
- Composite Supply
- Mixed supply
- bundled supply

7. Rent received for factory building Rs. 6,00,000. Receipts of Saraswati School providing education up to higher secondary Rs.10,00,000. Up-gradation of software Rs.4,00,000. Supply of farm labour Rs.1,85,000. Calculate value of taxable supply.

- Rs.10,00,000
- Rs.1400000
- Rs.2185000
- Rs.585000

8.i) Rent from a building let out to Sure Success Coaching classes for providing coaching of TYBAF Rs. 300000. ii) Deluxe hotel rooms are let out at declared tariff of Rs. 1200 per room per day. Number of days for which it is let out= 200 days. Total rooms are 5. Amount Rs.1200000. iii) Normal rooms let out at declared tariff of Rs.1100 per room per day and actual room rent charged is Rs.700 per room per day. Total amount Rs.505000. Calculate value of taxable services.

- Rs.1500000
- Rs.1200000
- Rs. Nil
- Rs.2005000

9. Amount received as a member of parliament Rs.500000 Amount received for sale of shares in ONGC Ltd. Rs.150000. Salary received from employer Rs.450000. Calculate the total exempt amount from the services provided.

- Rs.500000
- Rs.650000



- Nil
- Rs.1100000

10. Input tax credit is \_\_\_\_ and \_\_\_\_ to assessee.

- Benefit ; Exemption
- Loss ; Exemption
- Benefit ; Deduction
- Benefit ; Exemption

11. Following is composite supply.

- Car and Petrol
- Cadbury celebrations
- Buy paste, Brush free
- Badminton rackets and shuttlecock

12. Find out the time of supply in following case as per provisions of CGST Act 2017 under reverse charge mechanism. Date of invoice 16/12/2019 Date of receipt of goods 12/11/2019 Date of receipt of payment 25/11/2019.

- 12/11/2019
- 25/11/2019
- 16/12/2019
- 15/01/2018

13. Concept of supply includes \_\_\_\_.

- Time of supply
- Value of Supply
- Place of supply
- Financial position of supplier

14. Find out the time of supply from the following information: Date of invoice 25/11/2019 Date of statement of accounts 16/11/2019 Date of receipt of payment 20/11/2019

- 25/11/2019
- 16/11/2019
- 20/11/2019
- 5/12/2019

15. Determine the time of supply from the following information under reverse charge mechanism. Date of provision of service - 10/10/2019 Date of Invoice - 15/10/2019 Date of Payment - 16/10/2019

- 10/10/2019
- 16/10/2019
- 15/10/2019
- 15/12/2019

16. Mr. Rutuj purchased goods worth Rs.118000 which included amount of GST at 18%. The seller incurred Rs.3000 towards loading expenses which were not included in the price. Further, municipal taxes paid on such goods were Rs.3200. Mr. Rutuj paid cargo charges expenses of Rs.3000 to bring the goods to his factory. Calculate the value of supply as per provisions of section 15 of CGST Act.

- Rs.145000
- Rs.100000
- Rs. 106200
- Rs.109200

17. Base fare Rs.50000. Convenience charges Rs.10000. Calculate value of supply in case of international bookings for air travel agent

- Rs.50000
- Rs.60000
- Rs.5000
- Rs.6000

18. Base fare Rs.10000. Convenience charges Rs.1000. Calculate value of supply in case of domestic bookings for air travel agent.

- Rs.10000
- Rs.11000
- Rs.500
- Rs.550

19. If neither of the foreign currencies exchanged in India then Value of supply will be calculated as \_\_\_\_.

- Foreign currency sold \* RBI rate
- Foreign currency purchased \* RBI rate
- Lower of (Foreign currency sold \* RBI) or Foreign currency purchased \* RBI rate

- 1% (lower of (Lower of (Foreign currency sold \* RBI) or Foreign currency purchased \* RBI rate

20. Number of digits of HSN code required to be placed if turnover in the financial year exceeds Rs.1.5 crores and up to Rs.5 crores will be\_\_\_.

- Nil  
 2  
 4  
 5

21. Number of digits of HSN code required to be placed if turnover in the financial year exceeds Rs.5 crores will be\_\_\_.

- Nil  
 2  
 4  
 5

22. Where on receipt of advance payment with respect to any supply of goods or services or both the registered person issues a receipt voucher, but subsequently no supply is made and no tax invoice is issued in pursuance thereof, the said registered person may issue to the person who has made the payment, \_\_\_\_\_ against the payment.

- Receipt voucher  
 Payment voucher  
 Refund voucher  
 Tax invoice

23. Where a tax invoice has been issued for supply of any goods or services or both and where the goods supplied are returned by the recipient, \_\_\_\_\_ is issued.

- Debit note  
 Credit Note  
 Tax invoice  
 Refund voucher

24. Where a tax invoice has been received for purchase of any goods or services or both and where the goods received are returned to the supplier, \_\_\_\_\_ is issued.

- Debit note

- Credit Note
- Tax invoice
- Refund voucher

25. Following does not contain the details of GST.

- Bill of supply
- Tax invoice
- Receipt voucher
- Refund voucher

26. Following is not there in blocked credit list.

- Purchases from unregistered dealer
- Purchases from registered dealer but inter-state
- purchases for personal use
- goods lost by fire

27. Banking companies get option to pay tax with 50% Input tax credit disallowable under section \_\_\_\_.

- 17 (1)
- 17 (2)
- 17 (4)
- 15 (4)

28. M/s Priya enterprises has provided information regarding GST paid on inward supplies for the month of February 2018. You are required to calculate ITC available for the month of February, 2018. i) Professional fees paid to Mr. Josh for providing sales promotion services Rs.8410 ii) Accounting services availed Rs.12800 iii) Raw materials used in production process Rs.66150.

- Rs.8410
- Rs.21210
- Rs.87360
- Rs. 78950

29. M/s Pooja catering services has provided information regarding GST paid on inward supplies for the month of February 2018. You are required to calculate ITC available for the month of February, 2018. i) Purchase of food items from M/s Nirali foods Rs.41860. ii) Outdoor catering services from M/s Shanta Catering services Rs.6900. iii) Goods lost in transportation, ITC on which was Rs.1400.

- Rs.48760
- Rs.8300
- Rs. Nil
- Rs.40000

30. GST payable as follows: IGST Rs. 50000 SGST Rs.40000 CGST Rs.40000  
Opening balance of E-Cash ledger was as follows: IGST Rs. 5000 SGST Rs.30000 CGST Rs.30000  
Opening balance of E-Credit ledger was as follows: IGST Rs. Nil SGST Rs.15000 CGST Rs.10000  
Calculate Net amount of IGST, SGST and CGST payable.

- IGST Rs. 45000 SGST (Rs.5000) CGST Nil
- IGST Rs.30000 SGST Nil CGST Nil
- IGST Rs.45000 SGST Rs.5000 CGST Rs.10000
- IGST Nil SGST Rs. 10000 CGST Rs.Nil

31. Mr. Shinde is a registered dealer in the state of Maharashtra under GST provides the following information about his business for the month of February 2018. Opening balance of E-Credit ledger: IGST Nil CGST Rs.10000 SGST Rs.12000  
Input tax credit available on inward supplies during the month IGST Rs.20000 CGST Rs.30000 SGST Rs.30000  
Transactions during the month Sold goods to customer in Mumbai Rs.200000 @12% Sold goods to a customer in Pune Rs.300000 @18% Sold goods to a customer in Madhya Pradesh Rs.500000 @12%. Calculate Net tax payable by Mr. Shinde.

- IGST Rs. Nil SGST Nil CGST Nil
- IGST 36000 CGST NIL SGST NIL
- IGST 20000 SGST (1000) CGST (3000)
- IGST Rs.20000 SGST (1000) CGST Nil

32. Following purchase is allowed as Input tax credit.

- Personal goods
- From composition dealer
- From a registered dealer without tax invoice
- Business goods

33. Value of taxable supply of goods Rs.1500000 @18% Exempt value of supply of goods Rs.1000000 Input tax credit available Rs.200000 Calculate Net tax payable.

- Rs. 70000

- Rs. 270000
- Rs.150000
- Rs.120000

34. Composition scheme can be availed when turnover does not exceed Rs.\_\_\_\_.

- 5 crores
- 10 crores
- No limit
- 1.5 crores

35. Registration application has to be submitted within \_\_\_ from the day when aggregate turnover of dealer exceeds prescribed limits.

- 60 days
- 30 days
- anytime
- 90 days

36. Following is not an example of E-commerce operator.

- Amazon
- Flipkart
- Zomato
- Subway

37. First two digits of GSTIN are\_\_\_\_.

- State code
- PAN
- TAN
- Checksum character

38. Registration of Casual taxable person will be valid for \_\_\_ days.

- 30
- 60
- 90
- 120

39. Special category state is\_\_\_\_.

- Mizoram
- West bengal

- Andaman
- Andhra Pradesh

40. The turnover limit who is supplying goods only in the state of Uttarakhand is Rs. \_\_\_\_.

- No Limit
- 2000000
- 4000000
- 1000000

41. Application for registration should be made in GST REG \_\_\_\_.

- 01
- 02
- 03
- 04

42. Shivaji industries provides you the following information for the month of Oct 2019. Calculate aggregate turnover under GST. Intra-state goods taxable @18% (inclusive of GST) Rs.17,70,000. Intra-state goods taxable @5% (inclusive of GST) Rs. 735000. Intra-state services taxable @12% (inclusive of GST) Rs.448000 Export of goods to USA Rs.450000 Export of goods to Indonesia Rs.310000. Value of inward supplies under RCM Rs.150000. Exempt Service Rs.160000 Exempt goods Rs.300000

- Rs.3173000
- Rs.4173000
- Rs.5000000
- Rs.2505000

43. Decide whether Mr. A of Maharashtra is liable to register or not. Intra state supply of goods Rs.3000000 Inter-state supply of goods Rs. 500000

- Liable to register
- Not liable to register
- GST to be paid on this transaction
- Not allowed to decide

44. The Long form of UIN is \_\_\_\_.

- United Indian Nation
- Unique Identity number
- Unique Inter-state Number
- United Identity Number

45.The long form of HSN is\_\_\_\_\_.

- Harmonised System of Nomenclature
- Height of System of Nomenclature
- Harmonised Services of Nomenclature
- Homogenous System of Nomenclature

46.No tax invoice if the value is less than Rs.\_\_\_\_\_.

- 500
- 1000
- 200
- 800

47.GST is administered by \_\_\_\_

- Central Government
- State Government
- Central and State Government
- Private Individuals

48.Following is not able to obtain registration under the Act.

- Agriculturist
- Export supply
- Exempt supply
- Intra-state supply

49.Amendments will be announced through\_\_\_\_\_.

- Notification
- Notice
- Whatsapp
- Twitter

50.Following taxes are not subsumed under GST.

- Central excise duty
- Counter-veiling duty



- Service tax
- Income tax