

Test Booklet Code & Serial No.

प्रश्नपत्रिका कोड व क्रमांक

Paper-II**MANAGEMENT****A****Signature and Name of Invigilator**

Seat No.

1. (Signature)

(In figures as in Admit Card)

(Name)

Seat No.

2. (Signature)

(In words)

(Name)

OMR Sheet No.

APR - 51224**Time Allowed : 2 Hours]****[Maximum Marks : 200****Number of Pages in this Booklet : 24****Number of Questions in this Booklet : 100****Instructions for the Candidates**

- Write your Seat No. and OMR Sheet No. in the space provided on the top of this page.
- This paper consists of **100** objective type questions. Each question will carry *two* marks. *All* questions of Paper II will be compulsory. At the commencement of examination, the question booklet will be given to the student. In the first 5 minutes, you are requested to open the booklet and compulsorily examine it as follows :
 - To have access to the Question Booklet, tear off the paper seal on the edge of this cover page. Do not accept a booklet without sticker-seal or open booklet.
 - Tally the number of pages and number of questions in the booklet with the information printed on the cover page. Faulty booklets due to missing pages/questions or questions repeated or not in serial order or any other discrepancy should not be accepted and correct booklet should be obtained from the invigilator within the period of 5 minutes. Afterwards, neither the Question Booklet will be replaced nor any extra time will be given. The same may please be noted.
 - After this verification is over, the OMR Sheet Number should be entered on this Test Booklet.
- Each question has four alternative responses marked (A), (B), (C) and (D). You have to darken the circle as indicated below on the correct response against each item.
Example : where (C) is the correct response.

(A)

(B)

(C)

(D)
- Your responses to the items are to be indicated in the **OMR Sheet given inside the Booklet only**. If you mark at any place other than in the circle in the OMR Sheet, it will not be evaluated.
- Read instructions given inside carefully.
- Rough Work is to be done at the end of this booklet.
- If you write your Name, Seat Number, Phone Number or put any mark on any part of the OMR Sheet, except for the space allotted for the relevant entries, which may disclose your identity, or use abusive language or employ any other unfair means, you will render yourself liable to disqualification.
- You have to return original OMR Sheet to the invigilator at the end of the examination compulsorily and must not carry it with you outside the Examination Hall. You are, however, allowed to carry the Test Booklet and duplicate copy of OMR Sheet on conclusion of examination.
- Use only Blue/Black Ball point pen.
- Use of any calculator or log table, etc., is prohibited.
- There is no negative marking for incorrect answers.

विद्यार्थ्यासाठी महत्वाच्या सूचना

- परीक्षार्थींनी आपला आसन क्रमांक या पृष्ठावरील वरच्या कोपऱ्यात लिहावा. तसेच आपणांस दिलेल्या उत्तरपत्रिकेचा क्रमांक त्याखाली लिहावा.
- सदर प्रश्नपत्रिकेत **100** बहुपर्यायी प्रश्न आहेत. प्रत्येक प्रश्नास **दोन** गुण आहेत. या प्रश्नपत्रिकेतील **सर्व** प्रश्न सोडविणे अनिवार्य आहे.
- परीक्षा सुरू झाल्यावर विद्यार्थ्याला प्रश्नपत्रिका दिली जाईल. सुरुवातीच्या 5 मिनिटांमध्ये आपण सदर प्रश्नपत्रिका उघडून खालील बाबी अवश्य तपासून घ्याव्यात.
 - प्रश्नपत्रिका उघडण्यासाठी प्रश्नपत्रिकेवर लावलेले सील उघडावे. सील नसलेली किंवा सील उघडलेली प्रश्नपत्रिका स्वीकारू नये.
 - पहिल्या पृष्ठावर नमूद केल्याप्रमाणे प्रश्नपत्रिकेची एकूण पृष्ठे तसेच प्रश्नपत्रिकेतील एकूण प्रश्नांची संख्या पडताळून घ्यावी. पृष्ठे कमी असलेली/कमी प्रश्न असलेली/प्रश्नांचा चुकीचा क्रम असलेली किंवा इतर त्रुटी असलेली सदोष प्रश्नपत्रिका सुरुवातीच्या 5 मिनिटांतच पर्यवेक्षकाला परत देऊन दूसरी प्रश्नपत्रिका मागवून घ्यावी. त्यानंतर प्रश्नपत्रिका बदलून मिळणार नाही तसेच वेळही वाढवून मिळणार नाही याची कृपया विद्यार्थ्यांनी नोंद घ्यावी.
 - वरीलप्रमाणे सर्व पडताळून पाहिल्यानंतरच प्रश्नपत्रिकेवर ओ.एम.आर. उत्तरपत्रिकेचा नंबर लिहावा.
- प्रत्येक प्रश्नासाठी (A), (B), (C) आणि (D) अशी चार विकल्प उत्तरे दिली आहेत. त्यातील योग्य उत्तराचा रकाना खाली दर्शविल्याप्रमाणे ठळकपणे काळा/निळा करावा.
उदा. : जर (C) हे योग्य उत्तर असेल तर.

(A)

(B)

(C)

(D)
- या प्रश्नपत्रिकेतील प्रश्नांची उत्तरे **ओ.एम.आर. उत्तरपत्रिकेतच दर्शवावीत**. इतर ठिकाणी लिहिलेली उत्तरे तपासली जाणार नाहीत.
- आत दिलेल्या सूचना काळजीपूर्वक वाचाव्यात.
- प्रश्नपत्रिकेच्या शेवटी जोडलेल्या कोन्या पानावरच कच्चे काम करावे.
- जर आपण ओ.एम.आर. वर नमूद केलेल्या ठिकाणाव्यतिरिक्त इतर कोठेही नाव, आसन क्रमांक, फोन नंबर किंवा ओळख पटेल अशी कोणतीही खूण केलेली आढळून आल्यास अथवा असभ्य भाषेचा वापर किंवा इतर गैरमार्गांचा अवलंब केल्यास विद्यार्थ्याला परीक्षेस अपात्र ठरविण्यात येईल.
- परीक्षा संपल्यानंतर विद्यार्थ्याने मूळ ओ.एम.आर. उत्तरपत्रिका पर्यवेक्षकांकडे परत करणे आवश्यक आहे. तथापि, प्रश्नपत्रिका व ओ.एम.आर. उत्तरपत्रिकेची द्वितीय प्रत आपल्याबरोबर नेण्यास विद्यार्थ्यांना परवानगी आहे.
- फक्त निळा किंवा काळा बॉल पेनचाच वापर करावा.
- कॅलक्युलेटर किंवा लॉग टेबल वापरण्यास परवानगी नाही.
- चुकीच्या उत्तरासाठी गुण कपात केली जाणार नाही.

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Your Personal Exam Guide

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Management Paper II

Time Allowed : 120 Minutes]

[Maximum Marks : 200

Note : This paper contains **Hundred (100)** multiple choice questions. Each question carrying **Two (2)** marks. Attempt *All* questions.

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| <p>1. “Management is the art of knowing what you want to do and then seeing that it is done in the best and cheapest way ?”</p> <p>(A) P.F. Drucker</p> <p>(B) F.W. Taylor</p> <p>(C) Henry Fayol</p> <p>(D) Harold Koontz</p> <p>2. is ensuring that plans have been adhered to and in case of any discrepancy between the desired and the actual results, taking necessary action to correct the discrepancy.</p> <p>(A) Directing</p> <p>(B) Controlling</p> <p>(C) Planning</p> <p>(D) Organising</p> | <p>3. Behaviours and responsibilities relating to interaction with superiors, peers, employees, subordinates and the outside parties is referred as :</p> <p>(A) Intrapersonal role</p> <p>(B) Interpersonal role</p> <p>(C) Information role</p> <p>(D) Decision role</p> <p>4. Giffen goods have negative</p> <p>(A) Income elasticity of demand</p> <p>(B) Price elasticity of demand</p> <p>(C) Cross elasticity of demand</p> <p>(D) Neural elasticity of demand</p> <p>5. Which one of the following is NOT the feature of perfect competitive market structure ?</p> <p>(A) Homogeneous product</p> <p>(B) Many Buyers and Sellers</p> <p>(C) Perfect Mobility of Resources</p> <p>(D) Differentiated Product</p> |
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| <p>6. The process of planning, organising, staffing, directing and controlling the efforts of organisation members in utilizing all resources to achieve organisational goals, objectives and mission is termed as :</p> <p>(A) Management function</p> <p>(B) Management process</p> <p>(C) Management skill</p> <p>(D) Management goals</p> | <p>8. According to the principle of span of control, there is :</p> <p>(A) No limit to the member of subordinates a supervisor can supervise</p> <p>(B) A limit to delegation of authority to the subordinate</p> <p>(C) A tendency to overload supervisors with much of work</p> <p>(D) A limit to the member of subordinates a supervisor can effectively supervise</p> |
| <p>7. The decision-making process starts with the identification of a problem and ends with</p> <p>(A) Implementation of alternatives</p> <p>(B) Durability of decision</p> <p>(C) Evaluation of decision effectiveness</p> <p>(D) Cost of decision</p> | <p>9. Who had advanced the stewardship theory of corporate governance ?</p> <p>(A) J.H. Davis and others</p> <p>(B) D.R. Dalton and others</p> <p>(C) D.C. Hambrick and others</p> <p>(D) L.G. Peter</p> |

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| <p>10. Pattern of social responsiveness doesn't include :</p> <p>(A) Pragmatic strategy</p> <p>(B) Interactive strategy</p> <p>(C) Adaptive strategy</p> <p>(D) Proactive strategy</p> <p>11. The OVERT dimension of OB <i>does not</i> include :</p> <p>(A) Customers</p> <p>(B) Technology</p> <p>(C) Financial resources</p> <p>(D) Attitudes</p> <p>12. Evidence based Management involves making managerial decisions on :</p> <p>(A) Cognitive inferences</p> <p>(B) Cognitive preferences</p> <p>(C) Best available scientific evidence</p> <p>(D) Best available intuitive evidence</p> | <p>13. Ethnicity, Religion, Disability status, gender are referred as</p> <p>(A) Surface level diversity</p> <p>(B) Deep level diversity</p> <p>(C) Under-line diversity</p> <p>(D) Outer-line diversity</p> <p>14. Jean Piaget's four stages sensorimotor, pre-operational, concrete operational and formal operational of personality development is known as :</p> <p>(A) Neo-Freudian stages</p> <p>(B) The phallic stages</p> <p>(C) The oral stage</p> <p>(D) Cognitive stages</p> <p>15. The sensitive, intellectual, imaginative, curious broad minded are characteristics of Big Five's dimension.</p> <p>(A) Extroversion</p> <p>(B) Emotional stability</p> <p>(C) Openness to experience</p> <p>(D) Agreeableness</p> |
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| <p>16. Tendency to see in another person the traits that they themselves possess is known as</p> <p>(A) Defence mechanism</p> <p>(B) Self-fulfilling prophecy</p> <p>(C) Halo effect</p> <p>(D) Projection</p> | <p>19. The most important quality of leadership according to Barnard is</p> <p>(A) Decisiveness</p> <p>(B) Persuasiveness</p> <p>(C) Vitality and endurance</p> <p>(D) Responsibility and intellectual capacity</p> |
| <p>17. The job satisfaction is the relationship between job outcomes realized as compared to those desired is mentioned in which theory ?</p> <p>(A) Social information processing model</p> <p>(B) Two-factor theory</p> <p>(C) Critical incidence theory</p> <p>(D) Locke's value theory</p> | <p>20. Recognition of one's presence by others through affection, pat on back, words of recognition is popularly known as</p> <p>(A) Blind Area</p> <p>(B) Ego State</p> <p>(C) Life Positions</p> <p>(D) Stroking</p> |
| <p>18. Who said "Organization is the form of every human association for the attainment of common purpose" ?</p> <p>(A) J.D. Mooney</p> <p>(B) J.M. Pfiffner</p> <p>(C) Luther Gulick</p> <p>(D) M. Monk</p> | <p>21. Which of the following is not a stage of International Human Resource Development ?</p> <p>(A) Unitary Resources</p> <p>(B) Secondary Resources</p> <p>(C) Mixed Resources</p> <p>(D) Transfer</p> |

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22. When workers are dissuaded from reporting for work by certain persons stationed at the gate of the factory is known as

- (A) Picketing
- (B) Gherao
- (C) Lock outs
- (D) Rebelling

23. Under the strategic HRM, the responsibility for managing human resources is placed mostly on managers who basically manage people at work.

- (A) Staff
- (B) Line
- (C) General
- (D) Business

24. Individuals must demonstrate general competence in the following four areas :

- (A) Meaning Competence, Relation Competence, Organizational Competence, Change Competence
- (B) Meaning Competence, Relation Competence, Organizational Competence, Learning Competence
- (C) Meaning Competence, Other Competence, Learning Competence, Change Competence
- (D) Definition Competence, Relation Competence, Learning Competence, Change Competence

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| <p>25. The capitalists, in his own-self interest, is expected to hold industry in trust for the society, treating workers as partners and co-trustees in a progressive venture is known as</p> <p>(A) Human Relations Approach</p> <p>(B) Sociological Approach</p> <p>(C) Giri Approach</p> <p>(D) Gandhian Approach</p> <p>26. Employee job involvement, job satisfaction, sense of competence, job performance and productivity are the indices to judge the of the organization.</p> <p>(A) Process of 720 performance appraisal</p> <p>(B) Process of 360 performance appraisal</p> <p>(C) Process of measurement of efficiency</p> <p>(D) Quality of work life</p> | <p>27. “Any dispute or difference between employees and employees or between employees and employers or between employers and employers, which is connected with the employment or non-employment or the teams of employment or the teams of employment or with the conditions of work of any person is given in</p> <p>(A) Trade Union Act</p> <p>(B) Industrial Dispute Act</p> <p>(C) Payment of Wages Act</p> <p>(D) Factories Act</p> <p>28. is the process by which representatives of management and workers negotiate over wages, hours and other terms and conditions of employment.</p> <p>(A) Workers Participation in Management</p> <p>(B) Collective Bargaining</p> <p>(C) Negotiation</p> <p>(D) Conciliation</p> |
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| <p>29. Which of the following is not a method of performance appraisal ?</p> <p>(A) Assessment Centre</p> <p>(B) Field Review</p> <p>(C) Rating Scales</p> <p>(D) Forced Collectivism</p> <p>30. Satish 35 has joined startup ANKUR at trainee level and over the period reached to the position of COO (which is the highest rank of the organisation). The stage of Satish's career is called as :</p> <p>(A) Career Management</p> <p>(B) Career Plateau</p> <p>(C) Career Anchor</p> <p>(D) Career Progression</p> <p>31. Which decision is not considered under Modern Approach to Financial Management ?</p> <p>(A) The investment decision</p> <p>(B) The financing decision</p> <p>(C) The dividend policy decision</p> <p>(D) Stock buy and sell decision</p> | <p>32. Which is not a component of master budget ?</p> <p>(A) Purchase Budget</p> <p>(B) Demand Budget</p> <p>(C) Manufacturing expenses budget</p> <p>(D) Budgeted balance sheet</p> <p>33. During the current year, AB Ltd. showed a profit of Rs. 1,80,000 on a sale of Rs. 30,00,000. The variable expenses were 21,00,000. The break-even sales at present would be :</p> <p>(A) Rs. 7,20,000</p> <p>(B) Rs. 24,00,000</p> <p>(C) Rs. 9,00,000</p> <p>(D) Rs. 21,00,000</p> <p>34. For a company the total assets turnover is 2; net profit margin is 6%; equity multiplier (Assets to equity ratio) is 1.5; and dividend payout ratio is 35%. The Return on Equity (ROE) for the company would be :</p> <p>(A) 18%</p> <p>(B) 6.72%</p> <p>(C) 9%</p> <p>(D) 12%</p> |
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| <p>35. The likelihood that the managers may place personal goals ahead of corporate goals is known as :</p> <p>(A) Agency goal</p> <p>(B) Agency Manager</p> <p>(C) Agency Problem</p> <p>(D) Agency Solution</p> | <p>38. expresses assets and liabilities as percent of total assets and expenses and profits as percent of sales.</p> <p>(A) Projected Balance Sheet</p> <p>(B) Sales Forecast</p> <p>(C) Common Size Statement</p> <p>(D) Du Pont Statement</p> |
| <p>36. is equal to after-tax operating profits of a firm less the cost of funds used to finance investments.</p> <p>(A) Net income</p> <p>(B) Profitability</p> <p>(C) Net profit</p> <p>(D) Economic Value Added</p> | <p>39. The traditional approach to capital structure assumes cost of capital curve.</p> <p>(A) U shaped</p> <p>(B) V shaped</p> <p>(C) C shaped</p> <p>(D) L shaped</p> |
| <p>37. Use of borrowed funds in expectation of higher return to equity-holders is termed as :</p> <p>(A) Trading on Debt</p> <p>(B) Trading on Equity</p> <p>(C) Expectation Trading</p> <p>(D) Arbitrage Trading</p> | <p>40. Secret reserves are not permitted in accounting as per which accounting convention ?</p> <p>(A) Convention of Consistency</p> <p>(B) Convention of Disclosure</p> <p>(C) Convention of Conservatism</p> <p>(D) Convention of Materiality</p> |

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| <p>41. The maximum potential gain for the seller of an option contract is, till the expiry of the contract.</p> <p>(A) Unlimited</p> <p>(B) Limited to the spot price of the underlying</p> <p>(C) Limited to the futures price of same expiry</p> <p>(D) Limited to the premium received upfront</p> <p>42. If a call option has a strike price of Rs. 1,000 and the current market price of the underlying commodity futures is Rs. 1,150 and the option premium is Rs. 200, calculate its Time Value.</p> <p>(A) Rs. 150</p> <p>(B) Rs. 100</p> <p>(C) Rs. 50</p> <p>(D) Rs. 200</p> | <p>43. Assuming all other factors remains constant, which of the following statements is TRUE regarding the relation between interest rates and option premium ?</p> <p>(A) Higher interest rates will result in decrease in the value of both call and put options</p> <p>(B) Higher interest rates will result in increase in the value of both call and put options</p> <p>(C) Higher interest rates will result in an increase in the value of a call option and a decrease in the value of a put option</p> <p>(D) Higher interest rates will result in a decrease in the value of a call option and an increase in the value of a put option</p> |
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| <p>44. Which one of the following is not a relevant cashflow under capital budgeting decision ?</p> <p>(A) Marginal taxes</p> <p>(B) Cost of the investments</p> <p>(C) Variable material expenses</p> <p>(D) Sunk costs</p> <p>45. is a relative measure that measures the present value of returns per rupee invested.</p> <p>(A) Benefit-Cost ratio</p> <p>(B) NPV</p> <p>(C) IRR</p> <p>(D) Modified IRR</p> <p>46. implies the choice of investment proposals under financial constraints of capital expenditure budget.</p> <p>(A) Capital Budgeting</p> <p>(B) Capital Rationing</p> <p>(C) Capex Cycle</p> <p>(D) Indivisible Project</p> | <p>47. implies the distribution of earnings to shareholders and raising an equal amount externally; the effect of dividend payment would be offset by raising additional funds.</p> <p>(A) Arbitrage</p> <p>(B) Speculation</p> <p>(C) Bird in hand argument</p> <p>(D) Floatation costs</p> <p>48. Gordon's formula can be given as $P = E(1 - b)/K_e - br$. What does 'br' represent ?</p> <p>(A) Best Rate</p> <p>(B) Discounted Rate</p> <p>(C) Growth Rate</p> <p>(D) Dividend Rate</p> <p>49. When the firm is unable to pay its bills as they become due, the firm is assumed to be</p> <p>(A) Laggard</p> <p>(B) Technically Insolvent</p> <p>(C) Marginally Progressive</p> <p>(D) Technically Regressive</p> |
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50. is a cost arising out of failure of customers to pay on due date.

- (A) Collection Cost
- (B) Capital Cost
- (C) Delinquency Cost
- (D) Default Costs

51. At the business level, the organisations need to position their business as being low-cost leaders or differentiations. The position when cost leadership is high in terms of lower prices/lower costs and differentiation is low is called :

- (A) Focused cost leaders
- (B) Cost leaders
- (C) Differentiators
- (D) Focused differentiators

52. Which one of the following attributes of the Advertising regarding launching of a new product calls for spending all the advertising budget in a single periods ?

- (A) Pulsing
- (B) Continuity
- (C) Concentration
- (D) Flighting

53. **Statement (I)** : Competitors analysis begins with the identification of potential competitors.

Statement (II) : An industry analysis gives information regarding the probable sources of competition.

- (A) Statement (I) is correct but (II) is incorrect
- (B) Statement (II) is correct but (I) is incorrect
- (C) Statements (I) and (II) both are correct
- (D) Statements (I) and (II) both are incorrect

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54. Match List-I with List-II :

List-I

- (a) Product
- (b) Price
- (c) Place
- (d) Promotion

List-II

- (1) Click and Mortar Companies
- (2) Disintermediation
- (3) EDLP
- (4) Brand

Choose the correct answer from the options given below :

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| | (a) | (b) | (c) | (d) |
| (A) | (1) | (2) | (3) | (4) |
| (B) | (3) | (4) | (2) | (1) |
| (C) | (4) | (3) | (2) | (1) |
| (D) | (2) | (4) | (1) | (3) |

55. “We don’t have a marketing department; we have a customer department.” Herb Kelleher’s statement given above refers to which one of the following concepts ?

- (A) Social responsibility marketing concept
- (B) Internal Marketing Concept
- (C) Marketing Concept
- (D) Customer Relationship Management Concept

56. Which one of the following different concepts of marketing holds that generating customer satisfaction is the main task of marketing ?

- (A) Exchange concept
- (B) Product concept
- (C) Selling concept
- (D) Marketing concept

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57. Grounds for market segmentation based behaviour are :

- (i) Benefit sought
- (ii) Lifestyle
- (iii) Purchase occasion
- (iv) Usage rate

Which of the following options is correct ?

- (A) (i) and (ii) only
- (B) (i), (iii) and (iv) only
- (C) (i), (ii) and (iii) only
- (D) (i), (ii), (iii) and (iv)

58. Public Relations as a part of promotion in marketing refers to :

- (A) Management of reputation of the company
- (B) Promoting products/brands of the company
- (C) Managing an event of the company
- (D) Conducting publicity campaigns around relevant issues

59. The term refers to the use of a popular online figure to promote a product, service or brand within his or her social media feed.

- (A) Influencer marketing
- (B) Celebrity endorsement
- (C) Social commerce
- (D) E-commerce

60. Select the *correct* statement :

- (A) In general, corporate level decisions are costly to take, involve high risk and have large profit potential
- (B) In general, corporate level decisions are costly to take, involve low risk and have large profit potential
- (C) In general, corporate level decisions are costly to take, involve high risk and have low profit potential
- (D) In general, corporate level decisions are cheaper to take, involve low risk and have large profit potential

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61. occurs when an individual is not able to interpret a stimuli whereas, a occurs when an individual manipulates the stimuli as per his needs and experience.

- (A) Perceptual bias, Stimulus ambiguity
- (B) Stimulus ambiguity, Dissonance
- (C) Perceived risk, Perceptual bias
- (D) Stimulus ambiguity, Perceptual bias

62. **Assertion (A)** : Marketing service-based business is non-identical marketing a product-based business.

Reason (R) : Service marketing depends entirely on value and relationship.

- (A) Both (A) and (R) are correct, and (R) is the correct explanation of (A).
- (B) Both (A) and (R) are correct, but (R) is not the correct explanation of (A)
- (C) (A) is correct, but (R) is not correct
- (D) (A) is not correct and (R) is correct

63. Arrange the following milk product brands developed by the state cooperatives in ascending order of revenue generation :

- (a) Vita (Haryana)
- (b) Amul (Gujarat)
- (c) Nandini (Karnataka)
- (d) Verka (Panjab)
- (e) Milma (Kerala)

Choose the correct answer from the options given below :

- (A) (e), (d), (a), (b), (c)
- (B) (a), (e), (d), (c), (b)
- (C) (c), (e), (a), (d), (b)
- (D) (d), (c), (a), (e), (b)

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| <p>64. Which of the following is not a critical dimension for successful implementation of TQM in a service context ?</p> <p>(A) Information and analysis system</p> <p>(B) Customer focus</p> <p>(C) Human resource management</p> <p>(D) Decision centralization</p> <p>65. Which of the following indicates perishability aspect of service characteristics ?</p> <p>(A) Customer participate in and affect the transaction</p> <p>(B) Service delivery and customer satisfaction depend on employee actions</p> <p>(C) Customer affect each other</p> <p>(D) It is difficult to synchronise supply and demand with services</p> | <p>66. Moments of Truth in services marketing was given by :</p> <p>(A) Jan Carlzon</p> <p>(B) Rosser Reeves</p> <p>(C) Parsuraman and Zeithamal</p> <p>(D) Gary Armstrong</p> <p>67. In the retail industry, a category killer, is referred to as :</p> <p>(A) A multicategory large discount store that is famous for its wide collection of products</p> <p>(B) A speciality store wedded to discounting and domination of a product category</p> <p>(C) A store in a residential area and offers all household goods and fresh groceries</p> <p>(D) A unique 24/7 store located on major highways and also located in fuel stations</p> |
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68. Arrange the following steps of personal selling process in a sequence :

- (a) Making an appointment with customer to establish rapport
- (b) Gathering relevant information about the prospects and their needs to plan sales presentation
- (c) Handling customer's objections related to price/value/ functionality of the product
- (d) Discovering clarifying and understanding the buyer's needs
- (e) Gaining buyer's commitment to action.

Choose the correct answer from the options given below :

- (A) (d), (a), (b), (c), (e)
- (B) (a), (b), (c), (d), (e)
- (C) (b), (a), (d), (c), (e)
- (D) (e), (a), (b), (c), (d)

69. Arrange the following statements corresponding to different levels of Brand Dynamics Pyramid in a sequence starting with the base of the pyramid :

- (a) Belief that the brand delivers acceptable product performance and is on the consumer's short list
- (b) Rational and emotional attachments top the brand to the exclusion of most other brands
- (c) Active familiarity with the brand based on post trial saliency or knowledge of the brand promise
- (d) Relevance of brand to consumers needs in the right price range or in the consideration set
- (e) Belief that the brand has an emotional or rational advantage over other brands in the category

Choose the correct answer from the options given below :

- (A) (c), (d), (a), (e), (b)
- (B) (d), (c), (a), (e), (b)
- (C) (d), (c), (a), (b), (e)
- (D) (c), (d), (a), (b), (e)

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| <p>70. An airline offering a special lounge for waiting is an example of which one of the following differentiation of the service offer ?</p> <p>(A) Differentiation through special constituents</p> <p>(B) Differentiation through the experience</p> <p>(C) Differentiation through brand image</p> <p>(D) Differentiation through pricing</p> <p>71. Which of the following are alternative names for the independent variable (usually denoted by x) in linear regression analysis ?</p> <p>(i) The regressor</p> <p>(ii) The regressand</p> <p>(iii) The causal variable</p> <p>(iv) The effect variable</p> <p>(A) (ii) and (iv) only</p> <p>(B) (i) and (iii) only</p> <p>(C) (i), (ii), (iii)</p> <p>(D) (i), (ii), (iii) and (iv)</p> | <p>72. A statement that predicts the cause and effect relationship between variables is known as the :</p> <p>(A) Null Hypothesis</p> <p>(B) Experimental Hypothesis</p> <p>(C) Independent Variable</p> <p>(D) Dependent Variable</p> <p>73. We use factor analysis :</p> <p>(A) To know the relationship among various variables.</p> <p>(B) To test the hypothesis</p> <p>(C) To know the difference between two variables</p> <p>(D) To know the difference among many variables</p> <p>74. As the value of one variable is increasing, the value of second variable is also increasing, then the correlation coefficient will be :</p> <p>(A) Positive</p> <p>(B) Negative</p> <p>(C) Zero</p> <p>(D) Cannot be determined</p> |
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| <p>75. A researcher selects a probability sample of 100 out of the total population, it is called :</p> <p>(A) A quota sample</p> <p>(B) A simple random sample</p> <p>(C) A stratified random sample</p> <p>(D) A systematic sample</p> <p>76. Which of the following is defined as a systematic method of evaluating statistical data based on the results of several independent studies of the same problem ?</p> <p>(A) Factor Analysis</p> <p>(B) Meta Analysis</p> <p>(C) Systematic Analysis</p> <p>(D) Regression Analysis</p> <p>77. When a research problem is related to heterogeneous population, the most suitable method is :</p> <p>(A) Cluster sampling</p> <p>(B) Stratified sampling</p> <p>(C) Convenient sampling</p> <p>(D) Lottery method</p> | <p>78. A statistical technique used for large number of variables to establish whether there is a tendency of groups to be interrelated is :</p> <p>(A) Simple correlation</p> <p>(B) Multiple correlation</p> <p>(C) Factor analysis</p> <p>(D) Structural analysis</p> <p>79. Hidden cost of quality is :</p> <p>(A) High inventory</p> <p>(B) Delayed payment</p> <p>(C) Low plant utilization</p> <p>(D) Defect in the product</p> <p>80. A self service cafeteria is usually positioned as</p> <p>(A) Process layout</p> <p>(B) Cell layout</p> <p>(C) Fixed position layout</p> <p>(D) Product layout</p> <p>81. Which of the following does not include different learning methods ?</p> <p>(A) Analogy</p> <p>(B) Introduction</p> <p>(C) Memorization</p> <p>(D) Deduction</p> |
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| <p>82. Principle of ‘Uberrimae fidei’ means :</p> <p>(A) Principle of equity</p> <p>(B) Principle of faith and without negligence</p> <p>(C) Principle of re-insurance</p> <p>(D) Principle of utmost good faith</p> <p>83. Information performance characteristics associated with include projections and responses to queries.</p> <p>(A) Executive support system</p> <p>(B) Transaction processing system</p> <p>(C) Decision support system</p> <p>(D) Management information system</p> <p>84. What of the following is NOT the four V’s of Big Data ?</p> <p>(A) Volume</p> <p>(B) Velocity</p> <p>(C) Variety</p> <p>(D) Variance</p> <p>85. Which of the following is NOT a trading block ?</p> <p>(A) NAFTA</p> <p>(B) SAARC</p> <p>(C) ASEAN</p> <p>(D) IMF</p> | <p>86. Which of the following is the topmost decision-making body of the WTO ?</p> <p>(A) General Council</p> <p>(B) The Ministerial Conference</p> <p>(C) Council for trade in goods</p> <p>(D) Council for trade in services</p> <p>87. Action taken by the importing country, usually in the form of increased duties to offset subsidies given to producers or exporters in the exporting country is called</p> <p>(A) Distortion</p> <p>(B) Dumping</p> <p>(C) Counterfeit</p> <p>(D) Countervailing measures</p> <p>88. Which one of the following is not a type of letter of credit ?</p> <p>(A) Irrevocable</p> <p>(B) Confirmed</p> <p>(C) Revolving</p> <p>(D) Sideon</p> <p>89. is termed as an investment overseas so as to acquire controlling interest in a foreign business entity.</p> <p>(A) FPI</p> <p>(B) FDI</p> <p>(C) FBI</p> <p>(D) FCI</p> |
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| <p>90. IOT devices can easily lead to catastrophe without :</p> <p>(A) Software</p> <p>(B) Devices</p> <p>(C) Cloud</p> <p>(D) Management system</p> | <p>93. Brugman is a pioneer of Entrepreneurship.</p> <p>(A) Private</p> <p>(B) Corporate</p> <p>(C) Agricultural</p> <p>(D) Technical</p> |
| <p>91. type of entrepreneurs are particularly important for underdeveloped countries because they contribute significantly to the development of such nations.</p> <p>(A) Innovative</p> <p>(B) Adoptive</p> <p>(C) Fabian</p> <p>(D) Drone</p> | <p>94. Why should an entrepreneur do a feasibility study for starting a new venture ?</p> <p>(A) To identify possible sources of funds</p> <p>(B) To see if there are possible barriers to success</p> <p>(C) To estimate the expected sales</p> <p>(D) To explore potential customers</p> |
| <p>92. Angels' usually provide which type of financing ?</p> <p>(A) Debt</p> <p>(B) Equity</p> <p>(C) Stock</p> <p>(D) Bonds</p> | <p>95. Which among the following is a push factor for entrepreneurship ?</p> <p>(A) Culture</p> <p>(B) Passion for business</p> <p>(C) Displacement from job</p> <p>(D) Non-satisfaction from job</p> |
| | <p>96. Which of the following is the type of entrepreneurship based on the risk ?</p> <p>(A) Drone</p> <p>(B) Manufacturing</p> <p>(C) Technical</p> <p>(D) Macro</p> |

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| <p>97. The three primary reasons that people become entrepreneurs and start their own firms are to :</p> <ul style="list-style-type: none"> (A) gain prestige, realize financial rewards and eliminate risk in their lives (B) do what they were 'born' to do, be their own boss, and gain prestige (C) take big risks, be their own boss, and do what they were "born" to do (D) be their own boss, pursue their own ideas, and pursue financial rewards <p>98. Kavita, who is at heart a craftsperson, recently started a firm to manufacture a new innovative food blender. Kavita's desire is to sell her food blender to as many people as possible because she firmly believes in the merits of the product. Kavita's story best illustrates which of the following characteristic on attributes of a successful entrepreneur ?</p> <ul style="list-style-type: none"> (A) Product/customer focus (B) Execution intelligence (C) Tenacity despite failure (D) A desire to please consumers | <p>99. The provide open plots of land, constructed galas and sheds as per the requirements of the entrepreneurs.</p> <ul style="list-style-type: none"> (A) DICs (B) IDCs (C) SFCs (D) KVIC <p>100. What is not true about state small Industrial Development Corporations ?</p> <ul style="list-style-type: none"> (A) SSIDCs were established under the Companies Act, 1956 (B) SSIDCs cater to the needs of small, tiny and village industries (C) SSIDCs help in procurement of scarce raw materials (D) SSIDCs provide supplementary service industries like banks, hotels, petrol pumps, weigh bridges, etc. |
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