

Class: 12

NAME \_\_\_\_\_

ROLL NO \_\_\_\_\_

STREAM \_\_\_\_\_

**1.Rohan works as a production manager in Global Enterprises Limited. He has been given the task of getting 1000 units of hand woven table mats manufactured at the cost of ₹150 per unit within 10 days. In order to be acknowledged as an effective manager, he must ensure that**

- (a) The cost of production does not exceed ₹150 per unit
- (b) The work is completed within 10 days even at higher cost per unit
- (c) The cost of production is less than ₹150 per unit
- (d) All of the above

**2.Successful organisations do not achieve goals by chance but by following a deliberate process known as**

- (a) Planning
- (b) Co-ordination
- (c) Controlling
- (d) Management

**3.Efficiency is concerned with**

- (a) Doing the right thing
- (b) Doing things right
- (c) Achieving end results
- (d) None of the above

**4.Jay is working as a marketing manager in a company. Has been given the task of selling 100000 units of a product at the cost of ₹100 per unit within 20 days. He is able to sell all the units within the stipulated time, but had to sell last 1000 units at 20% discount in order to complete the target. In such a situation, he will be considered to be**

- (a) An efficient manager
- (b) An effective manager
- (c) Both effective and efficient manager
- (d) None

**5.Tarang Enterprises Limited is planning to increase its sales by 30% in the next quarter. Identify the feature of management being highlighted in the given statement.**

- (a) Management is all pervasive
- (b) Management is a goal oriented process
- (c) Management is a continuous process
- (d) All of the above

**6.Management translates the works to be carried out in terms of goals to be achieved and assigns the means to achieve it. This statement relates to**

- (a) Management of work
- (b) Management of people
- (c) Management of operations
- (d) All of the above

**7.Which of the following is not an organisational objective of management?**

- (a) Earning enough revenue to cover costs
- (b) Earning sufficient profits to cover risks of business
- (c) Increase in the prospects of business in the long run
- (d) Providing free education to their employees children

**8.Management is considered to be an art because**

- (a) The principles of management have universal validity
- (b) The principles of management have universal application
- (c) Different principles of management are brought into effect differently by different managers
- (d) It is not important for the practising managers to be a member of a professional association.

**9.Identify the level of management which does not interact with the work force directly.**

- (a) Supervisory management
- (b) Operational management
- (c) First line managers
- (d) Middle level management

**10.This function of management relating to laying down the foundation for carrying out the other functions of management successfully is**

- (a) Organising
- (b) Staffing
- (c) Planning
- (d) Controlling

**11.It is a force that binds all the functions Of management.**

- (a) Cooperation
- (b) Co-ordination
- (c) Planning
- (d) Management hierarchy

**12.Co-ordination is considered to be the essence of management because**

- (a) It is implicit and inherent in all functions of the organization
- (b) It is a force that binds all the functions of management
- (c) It is a common thread that runs through all the activities within the organization

(d) All of the above

**13. Rule of thumb' refers to**

- (a) Use of personal judgement in handling management issues
- (b) Adopting a hit-and-trial approach to resolve management problems
- (c) Both of the above
- (d) None of the above

**14. The principles of pure science is considered to be \_\_\_\_\_ in nature.**

- (a) Flexible
- (b) Rigid
- (c) Creative
- (d) None of the above

**15. According to this principle of scientific management, "Scientific management has for its foundation the firm conviction that true interest of the management and workers are one and the same; the prosperity for the employer cannot exist for a long time unless it is accompanied by prosperity for the employees and vice versa."**

- (a) Science, not rule of thumb
- (b) Co-operation, not individualism
- (c) Harmony, not discord
- (d) All of the above

**16. Considering the fact that it is difficult to find one single person with all the needed qualities, Taylor suggested appointment of a specialist through this technique of scientific management. Identify the technique.**

- (a) Standardisation and simplification of work
- (b) Method study
- (c) Functional foremanship
- (d) Motion study

**17. The concept of Work Study techniques includes**

- (a) Time study
- (b) Motion study
- (c) Fatigue study
- (d) All of the above

**18. Which of the following is an objective of time study?**

- (a) To determine the number of workers to be employed
- (b) To formulate suitable incentive schemes
- (c) To calculate the labour costs
- (d) All of the above

**19. The application of this principle of management leads to higher production and better work for the same effort. Identify the related principle of general management.**

- (a) Discipline
- (b) Equity
- (c) Division of work
- (d) Order

**20. Through this principle of management, Henri Fayol guides the managers to exhibit exemplary behaviour and advises that they should not fall into temptation of misusing their powers for personal benefit at the cost of general interest of the organisation. Which principle of management is being described in the above statement?**

- (a) Remuneration of employees
- (b) Centralisation and decentralisation
- (c) Subordination of individual interest to general interest
- (d) Equity

**21. who is known as father of scientific management?**

- (a) F.W.Taylor
- (b) Henry Fayol
- (c) Both (a) and (b)
- (d) None of these.

**22. Henri Fayol's principle of discipline which emphasizes obedience to organisational rules and employment agreement, is evolved out of the experience and collective wisdom of managers. The nature of principle**

**of management reflected through the above statement is-----**

- (a) Universal applicability
- (b) Flexible
- (c) Mainly behavioral
- (d) Formed by practice and experimentation

**23. Jasmine Ahluwalia is the manager of an artefacts museum's marketing team, responsible for promoting exhibitions and events. In the previous season, she defined the total work of managing the events into graphic designing, registration inquiries, bill payments, etc, in order to facilitate specialisation. However, instead of allocating work, she had assigned each team member the full responsibility of managing the promotion of an entire event. In spite of holding regular team meetings to take feedback, Jasmine found problems**

throughout the events season in the quality of graphic design, registration inquiry, bill payments, etc, For the upcoming events season, Jasmine has decided to divide these responsibilities on the basis of her observation of the areas in which the individual team members have excelled in the previous season and allocate the roles based on their skills and competencies. Identify the step in the organising process which was not properly performed in the previous season but has been duly performed for the upcoming season.

- (a) Identification and division of work
- (b) Establishing reporting relationships
- (c) Departmentalisation
- (d) Assignment of duties

**24. Name the principle of management suggested by Henri Fayol, which advocates that, "There should be good superiors at all levels, clear and fair agreement and judicious application of penalties."**

- (a) Authority and responsibility
- (b) Esprit De Corps
- (c) Order
- (d) None of the above

**25. Which of the following is not a component of specific forces of business environment?**

- (a) Technological conditions
- (b) Customers
- (c) Employees
- (d) Investors

**26. The growing awareness about healthcare has led to an increase in the demand for healthcare products and services in the country. Identify the feature of business environment being described in the above case.**

- (a) Dynamic nature
- (b) Uncertainty
- (c) Relativity
- (d) Interrelatedness

**27. DigiLocker is the country's first secured cloud-based platform for the storage, issuance and verification of documents with the Driving Licence & Vehicle Registration System of the Road Transport Ministry. The integration of a government department with DigiLocker since its launch last year is one of the biggest of its kind. It will spare 1 people the trouble of carrying licences & vehicle papers, which can be accessed on phones using the DigiLocker app. Identify the related dimension of business environment.**

- (a) Economic dimension
- (b) Technological dimension
- (c) Social dimension
- (d) Political dimension

**28. The Uttarakhand government has developed surveillance network using latest satellite technology. Under this system, the state's mining department would be in a position to check illegal mining activities across the state. The state government is also considering the use of drones in its proposed campaign against illegal mining. Identify the related dimensions of business environment.**

- (a) Economic dimension and Legal dimension
- (b) Social dimension and Economic dimension
- (c) Technological dimension and Political dimension
- (d) Political dimension and Economic dimension

**29. 'Yo Tummy' began its business by offering the classic combo of hamburgers and fries. But over time, their customers wanted healthier foods, so 'Yo Tummy' responded and began offering healthy alternatives such as salads, fruits, wraps and oatmeal. If 'Yo Tummy' hadn't responded, they may have lost customers that wanted to eat healthier foods. The above case highlights one of the points related to the importance of business environment and its understanding by managers. Identify it.**

- (a) It helps in coping with rapid changes.
- (b) It helps the firm to identify threats and early warning signals.
- (c) It helps in improving performance.
- (d) It enables the firm to identify opportunities and getting the first mover advantage.

**30. India continues to be a lower-middle-income country along with 46 others, while Sri Lanka has climbed to the upper-middle-income group for the fiscal year (FY) 2020, according to the World Bank's classification of countries by income levels, released on July 1, 2019.**

**Identify the related dimensions of business environment.**

- (a) Social dimension            (b) Technological dimension  
(c) Economic dimension        (d) Political dimension

**31. On 8th November 2016, with the announcement from Government of India, all the ₹500 and ₹1,000 banknotes of the Mahatma Gandhi series have ceased to be a legal tender. The government also announced the issuance of new ₹500 and ₹2,000 banknotes in exchange for the demonetised banknotes. Identify the concept being described in the above lines.**

- (a) Globalisation        (b) Liberalisation            (c) Demonetisation    (d) Privatisation

**32. Name the function of management which involves setting objectives and developing appropriate courses of action to achieve these objectives.**

- (a) Directing            (b) Organising                            (c) Planning            (d) Staffing

**33. Identify the correct sequence of steps involved in the planning process.**

- (a) Evaluating alternative courses, Identifying alternative course of actions, Setting objectives, Developing premise  
(b) Setting objectives, Identifying alternative course of actions, Evaluating alternative courses, Developing premises  
(c) Setting objectives, Developing premises, Identifying alternative course of actions, Evaluating alternative courses  
(d) Setting objectives, Developing premises, evaluation of alternative course, identify alternative

**34. Which of the following is not a benefit of planning?**

- (a) Planning reduces overlapping and wasteful activities.            (b) Planning is a mental exercise.  
(c) Planning provides directions.            (d) Planning reduces the risks of uncertainty.

**35. It helps to save time, money and effort, and increases efficiency.**

- (a) Procedure            (b) Programme                            (c) Rule            (d) Method

**36. According to a survey, these days the young children have more power in purchasing decisions than ever before. The parents seek their kids' opinions about all kinds of once-adult decisions, including where to go for dinner, what kind of car to buy, even what to wear,". Therefore, the retailers are adapting to this by enhancing their kids' sections. If the children want to shop in the store for their clothes, then there's a greater chance the parent will also see something they want to buy as well.**

**Identify the type of plan being described in the above lines.**

- (a) Programme            (b) Method                                    (c) Strategy            (d) Rule

**37. Shubham wants to increase the sale of his business by 15% in the next quarter. Identify the type of plan being described in the above lines.**

- (a) Method            (b) Objective                                    (c) Strategy            (d) Programme

**38. "Plans decide the future course of action, and managers may not be in a position to change it." Which limitation of planning does this statement indicate?**

- a) Planning reduces creativity.            b) Planning does not guarantee success.  
c) Planning may not work in a dynamic environment.            d) Planning leads to rigidity.

**39. According to the Economic Survey, insights from behavioural economics can be strategically utilised to create an aspirational agenda for social change – from BBBP (Beti Bachao Beti Padhao) to BADLAVL (Beti Aapki Dhan Lakshmi Aur Vijay Lakshmi); from Swachh Bharat to Sundar Bharat; from "Give it Up" for the LPG subsidy to "Think about the Subsidy" and from tax evasion to tax compliance. Identify the type of plan being described in the above lines.**

- (a) Programme            (b) Method                                    (c) Strategy            (d) Rule

**40. Assertion (A): Planning is a primary function of management.**

**Reason (R): Planning has no meaning unless it contributes to the achievement of predetermined goals.**

- (a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).  
(b) Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A).

- (c) Assertion (A) is true but Reason (R) is False  
(d) Assertion (A) is False but Reason (R) is true.

**41. Assertion (A): Through planning, uncertain events or changes can be anticipated and eliminated.**

**Reason (R): Planning reduces the risk the uncertainty.**

**Alternatives:**

- a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).  
b) Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A).  
c) Assertion (A) is true but Reason (R) is False  
d) Assertion (A) is False but Reason (R) is true

**42. Which of the following statements is not true with reference to planning?**

- (a) Planning is a pre-requisite for controlling.  
(b) Planning enables a manager to look ahead and anticipate changes.  
(c) Planning facilitates co-ordination among departments and individuals in the organisation.  
(d) Planning does not lead to rigidity.

**43. Planning cannot foresee everything, and thus, there may be obstacles to effective planning. Identify the related limitation of planning.**

- (a) Planning leads to rigidity. (b) Planning may not work in a dynamic environment.  
(c) Planning does not guarantee success. (d) Planning reduces creativity.

**44. It is defined as the framework within which managerial and operating tasks are performed.**

- (a) Span of management (b) Organisational structure  
(c) Informal organization (d) None of the above

**45. Uranus Limited is a company dealing in metal products. The work is mainly divided into functions including production, purchase, marketing, accounts and personnel. Identify the type of organisational structure followed by the organisation.**

- (a) Functional structure (b) Relational structure (c) Divisional structure (d) None of the above

**46. Rishabh has joined as a Creative Head in an entertainment company. He always ensures that the work has been divided into small and manageable activities and also the activities of similar nature are grouped together. Identify the related step in organising process being mentioned in the above lines.**

- (a) Identification and division of work (b) Departmentalisation (c) Assignment of duties (d) Establishing reporting relationships

**47. Identify the correct sequence of steps to be followed in an organising process.**

- (a) Departmentalisation, Establishing reporting relationships, Assignment of duties, Identification and division of work  
(b) Identification and division of work, Departmentalisation, Assignment of duties, Establishing reporting relationships  
(c) Identification and division of work, Assignment of duties, Departmentalisation, Establishing reporting relationships  
(d) Identification and division of work, Establishing reporting relationships, Departmentalisation, Assignment of duties

**48. Lakshay has been given the task of arranging for five-day conference for foreign delegates. In order to ensure smooth functioning of the event, he has made two people as co-ordinators to take care of activities related to registration and refreshment. Identify the function of management being carried out by Lakshay.**

- (a) Planning (b) Staffing (c) Organising (d) Directing

**49. Which of the following is not a demerit of informal organisation?**

- (a) It leads to spreading of rumours.

(b) It gives more importance to structure and work.

(c) It may restrict implementation of changes within the organisation.

(d) It puts psychological pressure on members to conform to group expectations, even if they are against the interest of organisation.

**50. The authority flows from as we go higher up in the management hierarchy.**

(a) Bottom to top

(b) Decreases

(c) In all directions

(d) None of the above

**51. Under this type of organisational structure, manpower is grouped on the basis of different products manufactured.**

(a) Divisional structure

(b) Functional structure

(c) Network structure

(d) Matrix structure

**52. Which of the following is not a demerit of formal organisation?**

(a) It may lead to procedural delays.

(b) It may lead to spreading of rumours.

(c) It emphasises on following rigidly laid down policies.

(d) It places more importance on work rather than the relationships.

**53. Which of the following cannot be delegated?**

(a) Responsibility and accountability

(b) Authority and responsibility

(c) Accountability and responsibility

(d) None of these

**54. Manohar was given a task by his superior to prepare a plan in 20 days. He asked two of his subordinates to work on two aspects of his task. One of the subordinates met with an accident and could not complete his work. Who is answerable for this task?**

(a) Manohar is accountable

(b) Manohar's subordinate is responsible

(c) Manohar's superior is responsible.

(d) None of them is responsible.

**55. Assertion(A): While authority is delegated, responsibility is imposed, and accountability is assumed.**

**Reason(R): Authority can be delegated by a manager to a subordinate, which means granting of authority to the subordinate to operate within prescribed limits. Responsibility is the obligation of a subordinate to properly perform the assigned duty. Accountability implies being answerable for the final outcome**

**Choose the correct option:**

(a) Both Assertion (A) and Reason (R) are true. (b) Both Assertion (A) and Reason (R) are false.

(c) Assertion (A) is true and Reason (R) is false. (d) Assertion (A) is false and Reason (R) is true..

**56. Who report to whom is made clear by**

(a) Organising process

(b) Planning process

(c) Management process

(d) None of the above

**57. When Jaskaran Singh applied for the post of Computer teacher in a school in Bhubaneswar, he was asked to prepare a PowerPoint presentation on a particular topic during the selection procedure.**

**Identify the type of selection test being mentioned in the above lines.**

(a) Trade test

(b) Intelligence test

(c) Personality test

(d) Interest test

**58. Identify the correct sequence of the steps involved in the selection process.**

(a) Medical Examination, Contract of Employment, Reference and Background Checking, Selection Decision, Job Offer

(b) Reference and Background Checking, Selection Decision, Contract of Employment, Medical Examination, Job Offer

(c) Job Offer, Reference and Background Checking, Selection Decision, Medical Examination, Contract of Employment

(d) Reference and Background Checking, Selection Decision, Medical Examination, Job Offer, Contract of Employment

**59. Which of the following activities lie within the scope of the Human Resource Department?**

(a) Formulating compensation and incentive plans

(b) Ensuring healthy labour relations and union-management relations

(c) Creating provision for social security and welfare of employees

(d) All of the above

**60. \_\_\_\_\_ a very useful source of recruitment for hiring casual or 'badli' workers to whom compensation is provided on a daily wage basis.**

(a) Placement agencies and management consultants

(b) Direct recruitment

(c) Labour contractors

(d) Advertising on television

**61. Which of the following is not an external source of recruitment**

(a) Campus recruitment

(b) Promotion

(c) Casual callers

(d) Direct recruitment

**62. It is the process of introducing the selected employee to other employees and familiarising him with the rules and policies of the organisation.**

(a) Orientation

(b) Selection

(c) Training

(d) Recruitment

**63. This source of recruitment basically specialises in filling up the vacancies at the middle level and top level management.**

(a) Direct recruitment

(b) Labour contractors

(c) Advertising on television

(d) Placement agencies and management consultants

**64. This test is an indicator of a person's learning ability or the ability to make decisions and judgements.**

(a) Trade test

(b) Personality test

(c) Intelligence test

(d) Aptitude test

**65. Identify the correct sequence of the steps involved in the staffing process**

(a) Recruitment, Estimating the Manpower Requirements, Placement and Orientation, Selection

(b) Estimating the Manpower Requirements, Selection, Placement and Orientation, Recruitment

(c) Selection, Estimating the Manpower Requirements, Recruitment, Placement and Orientation

(d) Estimating the Manpower Requirements, Recruitment, Selection, Placement and Orientation

**66. Lalit has always been fascinated by the hand woven textile designs. Therefore, he decided to become a weaver. He was told that in order to understand and learn this workmanship, he will have to work under the guidance of a master worker for a certain number of years. Identify the type of training being described in the given lines.**

(a) Vestibule training

(b) Apprenticeship training

(c) Internship training

(d) Induction training

**67. Aruna applied for the post of an art and craft teacher in a reputed school in Delhi. After successfully clearing the tests and the interview, she was offered an employment contract containing the terms and conditions, and the date of joining. Identify the steps in the staffing process being described in the above lines.**

(a) Reference and background checking

(b) Selection decision

(c) Job offer

(d) Contract of employment

**68. Rakesh works as a software engineer in an IT company. He provided the reference of close friend Rohan to the Human Resource Department for the post of Senior Business Development Manager. Rohan was duly selected for the concerned post by the company. Identify the source of recruitment being used by the company.**

(a) Advertising

(b) Placement agencies and management consultants

(c) Recommendation of employees

(d) Direct recruitment

**69. Identify the style of leadership in which the superior uses file forces from within the groups in order to establish control.**

(a) Autocratic leadership

(b) Democratic leadership

(c) Laissez-faire leadership

(d) Authoritarian leadership

**70. On the successful completion of two years in a company, Harsh received a letter confirming his job as a permanent employee. Identify the need of Harsh being fulfilled as per Maslow's Need Hierarchy Theory.**

(a) Esteem Needs

(b) Security Needs

(c) Self Actualisation Needs (d) Basic Physiological Needs

**71. Which of the following is not a type of communication barrier?**

(a) Semantic barriers (b) Psychological barriers (c) Rational barriers (d) Organisational barriers

**72. Identify the correct sequence of steps involved in the communication process.**

(a) Sender, Message, Encoding, Media, Decoding, Feedback, Receiver

(b) Sender, Decoding, Receiver, Feedback, Message, Encoding, Media

(c) Sender, Message, Encoding, Media, Decoding, Receiver, Feedback

(d) Sender, Media, Decoding, Receiver, Message, Encoding, Feedback

**73. \_\_\_\_ is the process of influencing the behaviour of people by making them strive voluntarily towards the achievement of organisational goals.**

(a) Supervision (b) Communication (c) Leadership (d)

Motivation

**74. Rajat, a sales manager, achieved his sales target a month in advance. The CEO displayed his achievement on the notice board and awarded him a certificate for his excellent performance. Identify the incentive provided to Rajat.**

(a) Financial Incentive (b) Non-financial Incentive (Recognition) (c) Job Security (d)

Promotion

**75. Mr. Sunil Diali is a safety officer who supervises workers to prevent accidents. During a fire breakout, he consulted with his workers, guided them, and inspired them to work together to take safety measures. Identify the elements of directing he is using.**

(a) Supervision and Leadership (b) Motivation and Communication

(c) Supervision, Motivation, Leadership, and Communication (d) Supervision and Motivation

**76. Jason's Enterprises was not meeting its targets because the owner, Mr. Fernandes, controlled all decision-making and did not have confidence in his employees. This led to a lack of transparency and unhappy employees. Identify the management style and the communication barrier.**

(a) Democratic Leadership and Semantic Barrier (b) Laissez-faire Leadership and Organizational Barrier

(c) Autocratic Leadership and Organizational Barrier (d) Democratic Leadership and Personal Barrier

**77. Rakesh always gave his superior, Neeraj, useful suggestions for cost reduction. Neeraj implemented them with good results but never appreciated Rakesh. As a result, Rakesh stopped sharing his ideas. Identify the communication barrier.**

(a) Semantic barrier (b) Organizational barrier (c) Psychological barrier (d) Personal barrier

**78. Which of the following statements is true about directing?**

(a) Directing is necessary at planning stage. (b) Directing is needed at every level of management in each department.

(c) Directing is initiated at lower level of management. (d) Directing is the least important function of management.

**79. Which of the following Maslow's needs refer to affection, sense of belongingness, acceptance and friendship?**

(a) Esteem Needs (b) Self-Actualisation Needs

(c) Affiliation/Belonging Needs (d) Safety/Security Needs

**80. .... is the process of converting encoded symbols of the sender.**

(a) Encoding (b) Decoding (c) Media (d) All of these

**81. Assertion (A): Motivation is the technique used to motivate people in an organisation.**

**Reason (R): Negative motivation provides rewards like increase in pay, promotion, recognition, etc.**

**In the following questions, a statement of Assertion (A) is followed by a statement of Reason (R). Mark the correct choice as:**

(a) Both (A) and (R) are true, and (R) is the correct explanation of (A).

(b) Both (A) and (R) are true, but (R) is not the correct explanation of (A).

(c) (A) is true, but (R) is false.

(d) (A) is false, but (R) is true.

**82. Which of the following is a financial incentive?**

(a) Productivity linked wage incentive

(b) Organisational climate

(c) Status

(d) Job Enrichment

**83. Obedience of order and discipline is found in**

(a) Autocratic leadership

(b) Democratic leadership

(c) Free rein leadership

(d) Paternalistic leadership

**84. A manager notices that a team has exceeded the budget for a project by 15%. He decides to investigate the reasons for the overspending, but only after comparing the actual spending to the planned budget. 1. The manager's first step was to:**

(a) Take corrective action

(b) Compare actual performance with standards

(c) Analyze deviations

(d) Establish performance standards

**85. To ensure all employees follow the new production method, the management of "XYZ Ltd." decided to install CCTV cameras in the factory. The cameras will monitor the activities of the workers and make sure they are following the planned procedure. Which function of management is highlighted in this scenario?**

(a) Planning

(b) Controlling

(c) Staffing

(d) Directing

**86. A company's control system focuses only on the most critical stages of its production process. It believes that if it tries to control every small detail, it may end up controlling nothing effectively.**

**This approach is an application of:**

(a) Management by Exception

(b) Critical Point Control

(c) Budgetary Control

(d) Management by Objectives

**87. At a company, the actual sales are 5% below the target. The manager notes this deviation but does not take any action because this deviation is within the acceptable limits set in the plan. 5. What principle of control is being followed in this situation?**

(a) Management by Exception

(b) Critical Point Control

(c) Management by Objectives

(d) Management by Standards

**88. IND Dyechem Ltd. is a chemical manufacturing company producing dyes and pigments both for domestic and international market. It has enjoyed a considerable market share but lately, it has been facing problems in terms of target sales and customer satisfaction. This is due to the reason that new entrants have emerged with better technology and competitive pricing. The Chairman of the company addressed this issue in the departmental meeting. The production head, Mr. Kamble, advised the Chairman to revamp the system and take immediate necessary actions to rectify the problem so that sales are achieved as per the plans. Identify the relevant function of management being discussed here**

(a) Organising

(b) Staffing

(c) Controlling

(d) Planning

**89. Which of the following statements does not highlight the relationship between planning and controlling?**

(a) Planning and controlling are separable twins of management.

(b) Planning without controlling is meaningless, controlling without planning is blind.

(c) Planning is prescriptive, controlling is evaluative.

(d) Planning and controlling are interrelated and interdependent.

**90. Om Prakash has set up a small business unit for the manufacturing of detergent. In order to market the detergent in the local residential areas, he has appointed a team of ten salesmen. Each salesman is**

expected to sell at least 200 units of the detergent within a week's time. Identify the point of importance of controlling being highlighted in the above case.

- (a) Controlling helps in judging accuracy of standards. (b) It ensures efficient use of resources.  
(c) It helps in improving employee motivation. (d) It facilitates co-ordination in action.

**91. The controlling function is performed by**

- (a) Top level management (b) Lower level management (c) Middle level management (d) All of the above

**92. Deviations are said to be positive in nature when**

- (a) Planned performance is more than the actual performance  
(b) Actual performance is more than the planned performance  
(c) Both planned and actual performances are same  
(d) None of the above

**93. Which of the following statements is true with respect to controlling function?**

- (a) It is a forward looking function. (b) Is a backward looking function. (c) Both (a) and (b) (d) None of the above

**94. The comparison of actual performance with the planned performance becomes easier if the standards are set in**

- (a) Qualitative terms (b) Quantitative terms  
(c) Either of the above (d) None of the above

**95. In an artificial plants manufacturing unit, the standard output set for a worker is 50 units per day. Dinesh produces 48 units in one day. In the given case, the value of deviation is**

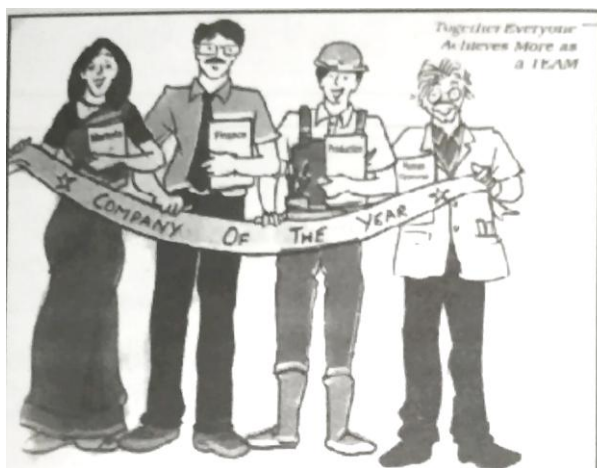
- (a) -2 (b) + 2 (c) 98 (d) None of the above

**96. Yash runs a logistic company. The Tour Incharges of each trip in the company are expected to submit a report to the Event Manager on the completion of every trip. Identify the step in the controlling process being described in the above lines.**

- (a) Setting of standards (b) Measurement of actual performance  
(c) Taking corrective action (d) Analysing the deviations

**97. Increase in number of branches, number of products indicate that management is achieving \_\_\_\_\_ objective.**

- (a) Organisational (b) Social (c) Economic (d) Individual



**Identify the point of significance of management illustrated in the picture**

- (a) Management helps in achieving group goals  
(b) Management helps in achieving personal objective  
(c) Management helps in development of society

(d) Management increase efficiency.

99.



**Identify the dimensions of the business environment illustrated by the picture given above in which Sapna has joined the workforce recently is working on an accounting software.**

- (a) Technological and social
- (b) Technological and political
- (c) Political and economic
- (d) Social and legal

**100. Match the statements given in column I with the characteristic of business environment given in column II**

	Column 1		Column II
A	Increased demand of Khakhra and Thepla in the region of Gujarat as compared to Delhi region	i	Uncertainty
B	Digital academic certificates are issued to students accessible in a secured manner to eliminate undesirable practices like corruption and manipulation of records under Digital India Initiative. Such technological improvements are happening at a very fast pace	ii	Dynamic
C	Fashion market is facing both opportunities and challenges. Therefore it is difficult to predict the future of the fashion market.	iii	Realitivity
D	A new government will result	iv	Interrelatedness

in changing government rules, fiscal policies, market conditions etc.		
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**Choose the correct option from the following:**

- A. (a)-(iii), (b)-(ii), (c)-(i), (d)-(iv)
- B. (a)-(ii), (b)-(i), (c)-(iii), (d)-(iv)
- C. (a)-(iv), (b)-(ii), (c)-(i), (d)-(iii)
- D. (a)-(iii), (b)-(i), (c)-(ii), (d)-(iv)

**101. Yash had severe pain in his throat, so he called up the doctor and asked for a telephonic advice. The doctor prescribed him a sachet of Throat Reliever Hot Sip. He asked his servant to get a sachet from a local chemist with a cash memo. After consuming the sachet, he started feeling more ill, so he picked up the empty sachet and started reading the label. To his utter dismay, the sachet had already expired last month. Which of the following remedies is not available to him any longer as a consumer?**

- (a) To withdraw the hazardous goods from sale.
- (b) To replace the defective product with a new one.
- (c) To refund the price paid for the product.
- (d) To pay a reasonable amount of compensation for any loss suffered by the consumer due to the negligence of the opposite party.

**102. Due to the negligence of the doctors, Johar passed away within a week's time after his surgery of the spine. Which of the following parties can not file a case in this regard?**

- (a) The consumer
- (b) Any registered consumers' association
- (c) A legal heir or representative of a deceased consumer
- (d) All of the above

**103. Which of the following activities lie within the scope of consumer protection?**

- (a) Educating consumers about their rights and responsibilities
- (b) Helping consumers in getting their grievances redressed
- (c) Protecting the interests of consumers
- (d) All of the above

**104. Jagga started a small stationery shop in the nearby market. In pursuit of earning higher profits in a short term, he overpriced all his products by 20%. Gradually, the consumers understood his pricing strategy and stopped coming to his shop for making any purchase. Identify the related point highlighting the importance of consumer protection from businessmen's point of view.**

- (a) Long-term interest of business is assured
- (b) Business uses society's resources so they need to safeguard consumer's interests.
- (c) Social responsibility towards consumers as an important interest group.
- (d) It is the moral obligation of the businessmen to give due consideration to the consumer's interests.

**105. When Aaradhya, inspite of paying the full price of the plot as per the terms and conditions of the allotment letter, was not given the possession of the plot by the builder, she filed a case in the State Commission. Identify the right of consumers being exercised in the given case.**

- (a) Right to safety
- (b) Right to be heard
- (c) Right to seek redressal
- (d) Right to consumer education

**106. Ranjan bought a bottle of soft drink of a famous beverage company and found a gutka pouch floating inside the bottle. He forwarded a legal notice to the company, accusing it of the deficiency in service that could cause health hazard to the consumer. Identify the right of consumer being violated in the given case.**

- (a) Right to safety
- (b) Right to be heard
- (c) Right to seek redressal
- (d) Right to consumer education

**107. A consumer court in Pune slapped a ₹55,000 fine on a reputed online food-delivery company along with a hotel for delivering non-vegetarian food to a lawyer who had ordered a vegetarian dish. He had**

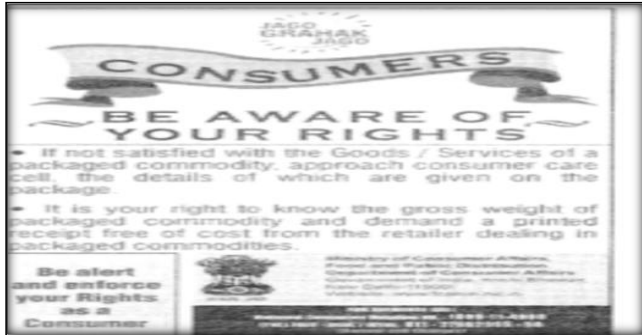
ordered paneer butter masala but was delivered butter chicken instead. When he reportedly registered the complaint, the hotel promised to replace it and send another parcel of food with the correct dish. However, Deshmukh allegedly received butter chicken instead of paneer butter masala the second time as well. Deshmukh sent notices to both the restaurant and the online food-delivery company for 'hurting religious sentiments'. Identify the right of consumers being violated in the given case.

- (a) Right to be heard (b) Right to seek redressal (c) Right to choose (d) Right to safety

108. A popular nationalised bank has been fined ₹8 lakh by the country's highest consumer court, National Consumer Disputes Redressal Commission (NCDRC), for not sharing complete insurance policy details with a customer. The bank has been ordered to pay the full amount as compensation to the customer. Identify the right of consumers being violated in the given case.

- (a) Right to be heard (b) Right to seek redressal (c) Right to information (d) Right to safety

109. Identify the right of consumers being promoted in the picture given on the right.



- (a) Right to safety (b) Right to be heard (c) Right to seek redressal (d) Right to consumer education

110. Identify the right of consumers being promoted in the picture.



- (a) Right to safety (b) Right to be heard (c) Right to seek redressal (d) Right to consumer education

111. Which of the following types of cases are filed in the State Commission?

- (a) When the value of the goods or services in question, along with the compensation claimed, exceeds ₹20 lakhs but does not exceed ₹1 crore.  
 (b) When the value of the goods or services in question, along with the compensation claimed, exceeds ₹20 lakhs but does not exceed ₹2 crore.  
 (c) When the value of the goods or services in question, along with the compensation claimed, exceeds ₹40 lakhs but does not exceed ₹1 crore.  
 (d) None of the above

112. Where can the aggrieved party appeal further in case he is not satisfied with the order of the District Forum?

- (a) National Commission (b) State Commission (c) Supreme Court of India (d) All of the above

113. In case an aggrieved consumer is not satisfied with the decision of the National Commission, he can make a further appeal in

- (a) State Commission (b) District Forum (c) Supreme Court of India (d) All of the above

114. Which of the following statements is not true with regard to the District Forum?

- (a) It consists of a President and three other members, one of whom should be a woman.  
 (b) The members are appointed by the District Government.

(c) A complaint can be made to the appropriate District Forum when the value of the goods or services in question, along with the compensation claimed, does not exceed ₹10 lakhs.

(d) All of the above

**115. Which of the following functions are carried out by the consumer organisations?**

(a) Publishing periodicals to impart knowledge about consumer issues.

(b) Providing legal assistance to consumers.

(c) Filing complaints in appropriate consumer courts on behalf of the consumers,

(d) All of the above

**116.. In case a consumer is not satisfied with the order passed in the State Commission, he can further make an appeal in the National Commission within a time period of**

(a) 10 days

(b) 20 days

(c) 30 days

(d) 45 days

**117. which mark you should on the time of purchasing food product.**

(a) ISI

(b) FPO

(c) Hallmark

(d) AGMARK

**118. While buying any electrical appliance, which mark should you check for quality assurance?**

a) FSSAI

b) ISI

c) AGMARK

d) Hallmark

**119. When purchasing gold jewelry, what is the essential mark to check for purity?**

a) ISI Mark

b) Hallmark

c) AGMARK

d) FPO Mark

**120. Which quality certification mark is primarily used for agricultural products in India?**

a) ISI Mark

b) FPO Mark

c) AGMARK

d) Eco-Mark

**121. The success of an organization can be achieved through customer satisfaction as it helps : -**

a) Keep the existing customers

b) Restrict addition of new customer base

c) Lose the existing customer and Develop new customer base

d) Keep the existing customers and facilitate addition of new customer base

**122. What is the difference between marketing and selling : -**

a) Marketing is a part of selling activities

b) Selling is a part of marketing activities.

c) Both marketing and selling are the same

d) None of the above

**123. Selling activity is done \_\_\_\_\_ the transfer of the title of the goods : -**

a) During

b) After

c) Before

d) None of the above

**124. Which of the following are strategies involved in Selling : -**

a) Branding

b) Labelling

c) Packaging

d) None of the above

**125. Read the following statements Assertion(A) and Reason(R). Choose one of the correct alternatives given below-**

**Assertion(A)- The marketing concept strives to identify and meet the wants and requirements of customers in an efficient manner.**

**Reason(R)- Products are purchased based on their quality and other attributes, according to the marketing theory**

(a) Both A and R are correct

(b) A is correct R is incorrect

(c) Both A and R are correct and R is the correct explanation of R

(d) Both A and R are correct and R is not the correct explanation of R

**126. Read the following statements Assertion(A) and Reason(R). Choose one of the correct alternatives given below-**

**Assertion(A)- The term “market” refers to a location where buyers and sellers meet to conduct business and exchange goods and services.**

**Reason(R)- A market is a group of present and potential customers for a product or service. It does not have to be a specific location.**

- (a) Both A and R are correct
- (b) A is correct R is incorrect
- (c) Both A and R are correct and R is the correct explanation of R
- (d) Both A and R are correct and R is not the correct explanation of R

**127. Ashan Ltd. is a natural and ethical firm that specialises in providing organic bathing items for men and women. The company uses plant-based elements in its goods and is the country's leading organic brand. It not only meets the needs of its clients, but it also believes in environmental conservation as a whole. Determine the marketing management philosophy that 'Beauty Products Ltd.' employs.**

- (a) Social marketing concept
- (b) Selling concept
- (c) Production concept
- (d) Product concept

**128. A beauty goods manufacturing firm has decided to determine client demands in order to begin successful marketing of the clothing it produces, and is conducting a SWOT analysis to accomplish so (Strength, Weakness, Opportunity and Threat Analysis). The organisation is working hard to achieve its goals. It has decided to create a blueprint for how much production it will accomplish, how much work it will put into promotion, and all other significant measures it will do to reach its goals. However, the business has one flaw that it would like to address. Last year, the physical movement of the company's prepared items was not done effectively, and the company wants to make sure it is done correctly this year. It has established a separate department to appropriately carry out this task. I'm hoping for a better future for the company.**

**In the preceding example, which marketing functions were highlighted?**

- (a) Marketing planning and transportation
- (b) Transportation and identifying customer needs
- (c) Gathering and analysing market information and planning
- (d) Both a and c

**129. A tea company is attempting to expand its operations. It recognises that the function of the intermediaries will be crucial in this regard. A conference of top management is called, and the causes that are causing the distributors' potential to be underutilised are discussed. Intermediaries play a critical function in a product like tea. The company has decided to offer them discounts and to launch a robust promotional effort to entice them to participate. In the example above, which aspect of the marketing mix is highlighted?**

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

**130. A chocolate manufacturing firm spends a significant amount of money on marketing, personal selling, and sales promotion strategies to encourage target clients to buy its chocolates. Determine which part of the marketing mix is being discussed.**

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

**131. Raheja Foods is a well-known brand in the market. People have admired and purchased their products for years. In terms of repeat purchases and new customers, the brand has experienced significant growth. The company's top management has decided to launch new items now that the company has grown. The names that will be maintained for the new items provide them with new challenges. The company has decided to release a spice called "Hot" since it has a very spicy flavour and makes food spicy and delicious. There are more products on the list as well. One alternative would be to use fat-free cooking oil. Because the oil will be offered in various packages, on various media, and in various regions, the name of the oil should reflect this. Flour is the third new product to be released. The corporation wants a name for the flour that sets it apart from the competition, since if it doesn't, it will be just another flour on the market. Frozen foods are also being considered by the company. The corporation has chosen that the name should be simple to remember because individuals from all sorts of backgrounds would need it for cooking, and a long or difficult name may be easily forgotten. The pickles are the last new product on the list that they have opted to launch. They have invested a significant amount of money in the production of this product and wish to market it in the same way that they have been**

**selling Raheja Foods for many years. Clearly, this organisation is putting in a lot of effort to maintain its name.**

**Which feature of marketing has been highlighted in the above case-**

- (a) Brand name      (b) Placing of products      (c) Promotion      (d) Both a and c

**132. According to Philip Kotler, marketing management is an art and science of which of the following :-**

- a) Choosing target markets      b) Getting, keeping and growing customers  
c) Both a and b      d) None of the above

**133. \_\_\_\_\_ Where deal is accomplished between buyers & sellers through a medium of phone, letter or through medium of internet.**

- (a) Market      (b) Marketing      (c) Selling      (d) Planning

**134. \_\_\_\_\_ concept is based on those companies who believe in this philosophy that quality of goods or services of good standard can easily attract customers.**

- (a) Marketing concept      (b) Production concept  
(c) Product concept      (d) Selling concept

**135. \_\_\_\_\_ is the process of classification of products into different groups on the basis of some of its important characteristics.**

- (a) Grading      (b) Packaging      (c) Standardization      (d) Branding

**136. Which of the following is not the function of packaging?**

- (a) Product protection      (b) Pricing objectives  
(c) Promotion      (d) Product identification

**137. Packaging is important not only for protection of the product but also serves as \_\_\_\_\_.**

- (a) Quality product      (b) Complex graphics      (c) Promotional tool      (d) Promotion budget

**138. In order to get feedback about its new product launch, Taggi Limited conducted an online survey through a short questionnaire. Identify the marketing function being mentioned in the given line.**

- (a) Gathering and analysing market information      (b) Marketing planning  
(c) Product designing and development      (d) Packaging and labelling

**39. Karam Limited is offering a travel package for 15 destinations worldwide with free insurance on the bookings for the month of December 2019. Identify the feature of marketing being described in the above lines.**

- (a) Needs and wants      (b) Creating a market offering      (c) Customer value      (d) Exchange mechanism

**140. According to the modern marketing concept, which of the following statements is true?**

- (a) It refers to the group of people who do not have the ability but willingness to buy a particular product  
(b) It refers to only the set of people who have the purchasing power to buy a particular product  
(c) It refers to the set of actual and potential buyers for a product  
(d) It refers only to the people who show interest in a particular product

**141. Which of the following is not an objective of SEBI?**

- a) To regulate stock exchanges and the securities industry  
b) To protect the rights and interests of investors  
c) To prevent trading malpractices  
d) To train intermediaries of securities market

**142. The new issues market is also known as:**

- a) Capital Market      b) Money Market      c) Primary Market      d) Secondary Market

**143. 'Prohibition of unfair trade practices like price 'rigging' relates to which function of SEBI?**

- a) Regulatory Function      b) Development Function      c) Protective Function      d) None of these

**144. \_\_\_\_\_ A market is a market for the creation and exchange of financial assets.**

- a) Money      b) Financial      c) Capital      d) Secondary

**145. Which market deals in the sale purchase of previously issued securities?**

- a) Money Market                      b) Capital Market                      c) Primary Market                      d) Secondary Market

**146. Sparsh wants to sell 2,000 shares out of 5,000 shares held by him, Which market should be approached?**

- a) Primary Market                      b) Secondary Market                      c) Either a) or b)                      d) Money Market

**147. Two major segments of the Financial Market are:**

- a) Debt Market and Equity Market                      b) Money Market and Secondary Market  
c) Money Market and Capital Market                      d) Money Market and Primary Market

**148. Which of the following is not a protective function of stock exchange?**

- (a) Prohibition of fraudulent and unfair trade practices.  
(b) Controlling insider trading.  
(c) Regulation of takeover bids by companies.  
(d) Promotion of fair practices and code of conduct in securities market

**149. After the trade has been executed, the broker issues a Contract Note to the investor within \_\_\_\_.**

- (a) 52 hours                      (b) 24 hours                      (c) 48 hours                      (d) 12 hours

**150. On this day, the exchange will deliver the share or make payment to the other broker, \_\_\_\_.**

- (a) Pay-in day                      (b) Pay-out day                      (c) Transaction day                      (d) None of the above

**151. Identify the correct sequence of steps to be followed in the trading procedure at the Stock Exchange.**

- (a) Opening a trading account and Demat account, Placing an order, Settlement of order, Execution of order  
(b) Settlement of order, Opening a trading account and Demat account, Placing an order, Execution of order  
(c) Opening a trading account and Demat account, Placing an order, Execution of order, Settlement of order  
(d) Placing an order, Opening a trading account and Demat account, Execution of order, Settlement of order

**152. It serves as an intermediary between the investor and the depository who is authorised to maintain the accounts of dematerialised shares.**

- (a) Depository participant                      (b) Depository                      (c) Stock exchange                      (d) None of the above

**153. One of the common irregularities noted by the Securities and Exchange Board of India during the inspection of a stock exchange was that it was dealing with unregistered sub-brokers. Identify the related function of the Securities and Exchange Board of India \_\_\_\_.**

- (a) Regulatory function                      (b) Protective function                      (c) Developmental function                      (d) None of the above

**154. Stock exchanges provide an opportunity for investors to disinvest and invest. Identify the related function of the stock exchange.**

- (a) Providing scope for speculation                      (b) Providing liquidity and marketability to existing securities  
(c) Pricing of security                      (d) Spreading of the equity cult

**155. Stock Exchange works as a mechanism for the valuation of securities through the forces of demand and supply. Identify the related function performed by the stock exchanges.**

- (a) Providing liquidity and marketability to existing securities                      (b) Safety of transaction  
(c) Pricing of security                      (d) Spreading of the equity cult

**156. It is a market for short-term funds that deals in monetary assets whose period of maturity is up to one year.**

- (a) Primary market                      (b) Secondary market  
(c) Capital market                      (d) Money market

**157. A company can raise capital through the primary market in the form of \_\_\_\_.**

- (a) Equity shares                      (b) Preference shares  
(c) Debentures                      (d) All of the above

**158. The mandatory detail that an investor has to provide to the broker at the time of opening a Demat account is .....**

- (a) Date of birth and address                      (b) PAN number  
(c) Residential status (Indian/NRI)                      (d) Bank account details.

**159. Choose the correct statement about the meaning of depository.**

- a) Depository holds and transfers securities in the Demat Form.
- b) Depository serves as an intermediary and buys and sells securities on the instructions of clients.
- c) Depository is like a bank and keeps securities in electronic form on behalf of investors.
- d) Depository buys securities from a company and sells to the public at a higher price.

**160. The Finance Manager of Elle Pharma Limited, Mr Ashish Manjrekar wants to raise funds through debt or equity to the extent of ₹2 crores. For this purpose, he approaches a well regulated financial market that facilitates the mobilisation of long term capital for companies. Identify the market where Mr Ashish Manjrekar can raise the funds.**

- a) Money market
- b) Secondary market
- c) Capital market
- d) Wholesale debt market

**161. Business finance is needed to**

- (a) Establish a business
- (b) Run a business
- (c) Expand a business
- (d) All of the above

**162. Which of the following is not a tangible asset?**

- (a) Machinery
- (b) Trademarks
- (c) Factories
- (d) Offices

**163. Financial Management aims at**

- (a) Reducing the cost of funds procured
- (b) Keeping the risk under control
- (c) Achieving effective deployment of such funds
- (d) All of the above

**164. This decision relates to how the firm's funds are invested in different assets,**

- (a) Investment decision
- (b) Financing decision
- (c) Dividend decision
- (d) None of the above

**165. Purchasing a new machine to replace an existing one is an example of**

- (a) Financing decision
- (b) Dividend decision
- (c) Working capital decision
- (d) Capital budgeting decision

**166. The size of assets, the profitability and competitiveness are all affected by**

- (a) Working capital decision
- (b) Capital budgeting decision
- (c) Financing decision
- (d) Dividend decision

**167. These decisions affect the liquidity as well as profitability of a business.**

- (a) Capital budgeting decision
- (b) Financing decision
- (c) Working capital decision
- (d) Dividend decision

**168. Dev has two projects A and B in hand. The same amount of risk is involved in both the projects. If the rate of return of project A and B is 20% and 15% respectively, then under normal circumstance, which of the two projects is likely to be selected?**

- (a) Project A
- (b) Project B
- (c) Both project A and project B
- (d) None of the above

**169. This decision is about the quantum of finance to be raised from various long-term sources.**

- (a) Investment decision
- (b) Financing decision
- (c) Dividend decision
- (d) Capital budgeting decision

**170. The inability of a business to meet its fixed financial obligations, like payment of interest, is known as**

- (a) Business risk
- (b) Financial risk
- (c) Long-term risk
- (d) Market risk

**171. This decision determines the overall cost of capital and the financial risk of the enterprise,**

- (a) Dividend decision
- (b) Capital budgeting decision
- (c) Investment decision
- (d) Financing decision

**172. When the stock market index is rising, a company may issue in order to meet its financial requirements.**

- (a) Debentures
- (b) Bonds
- (c) Equity shares
- (d) None of the above

**173. Name the financial decision which relates to disposal of profits.**

- (a) Investment decision
- (b) Financing decision
- (c) Dividend decision
- (d) Capital budgeting decision

**174. Under which of the following circumstances a company is not likely to declare a higher dividend?**

- (a) When the earnings of the company are high
- (b) When a company has a lucrative forthcoming business opportunity
- (c) When the cash flow position of the company is strong
- (d) None of the above

**175.. A company is likely to declare higher dividends if**

- (a) Tax rates are high
- (b) Tax rates are relatively lower
- (c) Tax rate has no effect on dividend declaration
- (d) None of the above

**176.Name the process that enables the management to foresee the fund requirements, both the quantum as well as the timing.**

- (a) Financial management
- (b) Capital budgeting decisions
- (c) Dividend decision
- (d) Financial planning

**177.Kapil Limited is a company dealing in ready-to-eat food products. Over the years, the earning potential of the company has gone up and it enjoys a good reputation. The Financial Manager is confident of the fact that not just the earnings of the current year, but of our future years are likely to be high. Identify the related factor of dividend decision being described in the given lines.**

- (a) Earnings
- (b) Stability of earnings
- (c) Stability of dividend
- (d) Growth prospects

**178.Amber Limited has been experiencing a downfall in its popularity, due to growing competition. Also the company doesn't see any forthcoming viable business expansion opportunities in the near future. So the management of the company has decided to declare high dividends for the current financial year. Identify the factor related to dividend decision being described above.**

- (a) Cash flow position
- (b) Growth opportunities
- (c) Stability of earnings
- (d) Stability of dividends

**179.Gamble Limited is a company dealing in healthcare products. The company is earning high profits but is short on cash, so it has decided to declare less dividends in the current financial year. Identify the factor related to dividend decision being described in the above lines.**

- (a) Preference of shareholders
- (b) Earning
- (c) Cash flow position
- (d) Contractual constraints

**180.A company must adhere to the provisions of the Companies Act while taking the dividend decision. Identify the related factor of dividend decision being mentioned in the above line.**

- (a) Contractual constraints
- (b) Legal constraints
- (c) Access to capital market
- (d) Preferences of shareholders

**181.Which of the following is not an objective of financial planning?**

- (a) Ensuring enough funds are available at the right time
- (b) Ensuring excess availability of funds at the right time
- (c) Ensuring smooth business operations
- (d) All of the above

**182.The financial plans are drawn by taking into consideration**

- (a) Growth prospects
- (b) Performance of the organisation –
- (c) Investments
- (d) All of the above

**183.The short-term financial plans are known as**

- (a) Objectives
- (b) Budgets
- (c) Programs
- (d) Policies

**184.Which of the following is not a part of owners' funds?**

- (a) Equity shares
- (b) Reserves and surplus
- (c) Debentures
- (d) Preference shares

**185.In order to raise an additional capital of ₹50 lacs, Yudhister Limited has used debt because**

- (a) Increased use of debt lowers the overall cost of capital
- (b) Decrease in use of debt lowers overall cost of capital
- (c) Increase in use of debt increases the overall cost of capital
- (d) None of the above

**186.Name the decision which affects both the profitability and the financial risk.**

- (a) Financial planning decision (b) Capital budgeting decision  
(c) Capital structure decision (d) All of the above

**187.A higher financial leverage ratio indicates that**

- (a) The dependency of the firm on the debt is more.  
(b) The dependency of the firm on the debt is less.  
(c) The proportion of equity in the total capital is high.  
(d) None of the above

**188.The total capital of Uranium Private Limited is ₹50 lacs. The amount of debt is ₹20 lacs. The company has earned a profit of ₹10 lacs during the current financial year. Its return on investment (ROI) for the present year is**

- (a) 20% (b) 40% (c) 10% (d) 80%

**189.Assertion (A): The job of the marketer is to add to the value of the product so that customer prefers it in relation to the competing products and decides to purchase it.**

**Reason (R): A product will be purchased only if it is perceived to be giving the greatest benefit for the money.**

- a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).  
b) Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A).  
c) Assertion (A) is true but Reason (R) is False  
d) Assertion (A) is False but Reason (R) is true

**190.Assertion (A): According to Marketing Concepts, products are bought because of their quality and other features.**

**Reason (R): The marketing concept aims to find out the needs and requirements of customers and satisfying them in an effective manner**

**Alternatives:**

- a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).  
b) Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A).  
c) Assertion (A) is true but Reason (R) is False  
d) Assertion (A) is False but Reason (R) is true.

**191.Assertion (A): An established brand name enables the firm to charge prices higher than the competing products**

**Reason (R): Many companies with established brand names decide to introduce new products in the same name.**

**Alternatives:**

- a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).  
b) Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A).  
c) Assertion (A) is true but Reason (R) is False  
d) Assertion (A) is False but Reason (R) is true

**192.Assertion (A): Advertising costs are passed on to consumers in the form of higher prices.**

**Reason (R): Advertising helps in increasing sales and thereby reducing cost.**

**Alternatives:**

- a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).  
b) Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A).  
c) Assertion (A) is true but Reason (R) is False  
d) Assertion (A) is False but Reason (R) is true.

**193. One of the common irregularities noted by the Securities and Exchange Board of India during the inspection of a stock exchange was that it was dealing with unregistered sub-brokers. Identify the related function of the Securities and Exchange Board of India \_\_\_\_.**

- (a) Regulatory function      (b) Protective function      (c) Developmental function      (d) None of the above

**194. They can be issued to individuals, corporations, and companies during periods of tight liquidity when the deposit growth of banks is slow, but the demand for credit is high.**

- (a) Commercial papers      (b) Call money      (c) Commercial bill      (d) Certificate of deposit

**195. Assertion (A): Under Private Placement, the company offers the new shares to its existing shareholders in proportion of shares already held by them.**

**Reason (R): This method helps to raise capital more quickly as compared to public issue.**

**Alternatives:**

- a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).  
b) Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A)  
c) Assertion (A) is true but Reason (R) is False  
d) Assertion (A) is False but Reason (R) is True

**196. Golu bought an iron from 'Sidhu Electricals' and got an electric shock while using it. Which consumer right was violated?**

- (a) Right to be heard      (b) Right to seek redressal      (c) Right to safety      (d) Right to choose

**197.: A nationalized bank was fined ₹8 lakh for not sharing complete insurance policy details with a customer. Which consumer right was violated?**

- (a) Right to be heard      (b) Right to seek redressal      (c) Right to information      (d) Right to safety

**198. Vijay purchased a flat for ₹150 lacs that was not as agreed and seeks a refund by filing a complaint. Where should he file based on the value?**

- (a) State Commission      (b) District Forum      (c) National Commission      (d) Supreme court

**199. Shubhangi, after a National Commission's unsatisfactory order on a defective car, wants to appeal. Where should she appeal next?**

- (a) National Commission      (b) District Commission      (c) Supreme Court of India      (d) None of the above

**200. Which of the following is not a consumer right under the Consumer Protection Act, 2019?**

- (a) Right to safety      (b) Right to discount      (c) Right to seek redressal      (d) Right to be informed

**12TH CLASS BUSINESS STD. MCQ ANSWER KEY**

1	D	26	D	51	A	76	C	101	B	126	D	151	C	176	D
2	D	27	B	52	B	77	D	102	A	127	A	152	A	177	C
3	B	28	C	53	C	78	B	103	D	128	D	153	A	178	B
4	B	29	A	54	A	79	B	104	A	129	C	154	B	179	C
5	B	30	C	55	D	80	B	105	B	130	C	155	C	180	B
6	A	31	C	56	A	81	C	106	A	131	A	156	D	181	B
7	D	32	C	57	A	82	A	107	B	132	C	157	D	182	D
8	C	33	C	58	D	83	A	108	C	133	A	158	B	183	B
9	D	34	B	59	D	84	D	109	D	134	C	159	C	184	C
10	C	35	D	60	B	85	B	110	A	135	A	160	C	185	A
11	B	36	C	61	B	86	B	111	A	136	B	161	D	186	C
12	D	37	B	62	A	87	A	112	B	137	C	162	B	187	A
13	C	38	D	63	D	88	C	113	C	138	A	163	D	188	A
14	C	39	A	64	C	89	A	114	D	139	C	164	A	189	A
15	C	40	B	65	D	90	C	115	D	140	C	165	D	190	D
16	C	41	D	66	B	91	D	116	C	141	D	166	B	191	B
17	D	42	D	67	C	92	B	117	B	142	C	167	C	192	C
18	D	43	B	68	C	93	C	118	B	143	C	168	A	193	A
19	C	44	B	69	B	94	B	119	B	144	B	169	B	194	D
20	C	45	A	70	B	95	A	120	C	145	D	170	B	195	D
21	A	46	B	71	C	96	B	121	D	146	B	171	D	196	C
22	D	47	B	72	C	97	A	122	B	147	C	172	C	197	C
23	D	48	C	73	C	98	A	123	A	148	C	173	C	198	A
24	D	49	B	74	B	99	A	124	D	149	B	174	B	199	C
25	A	50	B	75	C	100	A	125	B	150	B	175	B	200	B