

Q.1

Which among the options given below is NOT a feature of management as a profession?

1. Restricted Entry
2. Professional Association
3. Service Motive
4. Personalised Application

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**

Question ID : **226895701044**

Option 1 ID : **2268952718106**

Option 2 ID : **2268952718107**

Option 3 ID : **2268952718108**

Option 4 ID : **2268952718109**

Status : **Answered**

Chosen Option : **2**

Q.2

The process of earning profits and increasing wealth while posing characteristics such as risk taking, management, leadership and innovation is called:

1. Business development
2. Entrepreneurship
3. Planning
4. Business Process

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**

Question ID : **226895701043**

Option 1 ID : **2268952718102**

Option 2 ID : **2268952718103**

Option 3 ID : **2268952718104**

Option 4 ID : **2268952718105**

Status : **Answered**

Chosen Option : **2**

Q.3

Identify the correct statements in the context of the planning.

- (A) Planning will be a futile exercise if it is not acted upon or implemented.
- (B) Planning implies a process which coordinates human efforts and assembles resources.
- (C) Planning is closely connected with creativity and innovation.
- (D) Planning is what managers at all levels do.

Choose the **correct** answer from the options given below:

- 1. (A) and (B) only
- 2. (A), (B) and (D) only
- 3. (A), (C) and (D) only
- 4. (B) and (D) only

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Question Type : **MCQ**

Question ID : **226895701050**

Option 1 ID : **2268952718130**

Option 2 ID : **2268952718131**

Option 3 ID : **2268952718132**

Option 4 ID : **2268952718133**

Status : **Answered**

Chosen Option : **2**

Q.4

When the demand of a product is inelastic, the firm is in a better position to fix:

- 1. Higher Prices
- 2. Lower Prices
- 3. Similar prices
- 4. Competitive prices

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Question Type : **MCQ**

Question ID : **226895701039**

Option 1 ID : **2268952718086**

Option 2 ID : **2268952718087**

Option 3 ID : **2268952718088**

Option 4 ID : **2268952718089**

Status : **Answered**

Chosen Option : **3**

Q.5

Classifying products into different groups on the basis of their important features is called:

1. Grading
2. Branding
3. Labelling
4. Packaging

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701041**Option 1 ID : **2268952718094**Option 2 ID : **2268952718095**Option 3 ID : **2268952718096**Option 4 ID : **2268952718097**Status : **Answered**Chosen Option : **1****Q.6**

"Not being afraid of the risks associated with business and relying on one's capabilities to successfully manage these".
Identify the entrepreneurial competency highlighted in the aforesaid statement.

1. Assertiveness
2. Persistence
3. Self-confidence
4. Systematic Planning

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701045**Option 1 ID : **2268952718110**Option 2 ID : **2268952718111**Option 3 ID : **2268952718112**Option 4 ID : **2268952718113**Status : **Answered**Chosen Option : **3**

Q.7

Match **List-I** with **List-II**

List-I	List-II
(A) Physiological needs	(I) Friendship
(B) Safety and Security needs	(II) Status
(C) Esteem needs	(III) Confirmed job
(D) Social needs	(IV) Food

Choose the **correct** answer from the options given below:

- (A) - (IV), (B) - (III), (C) - (II), (D) - (I)
- (A) - (I), (B) - (II), (C) - (III), (D) - (IV)
- (A) - (II), (B) - (III), (C) - (IV), (D) - (I)
- (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Options 1. 1

2. 2

3. 3

4. 4

Question Type : **MCQ**Question ID : **226895701053**Option 1 ID : **2268952718142**Option 2 ID : **2268952718143**Option 3 ID : **2268952718144**Option 4 ID : **2268952718145**Status : **Answered**Chosen Option : **2**

Q.8

Who is popularly known as the 'Father of Scientific Management'?

- Frederick Taylor
- A H Maslow
- Douglas McGregor
- Henry Fayol

Options 1. 1

2. 2

3. 3

4. 4

Question Type : **MCQ**Question ID : **226895701023**Option 1 ID : **2268952718022**Option 2 ID : **2268952718023**Option 3 ID : **2268952718024**Option 4 ID : **2268952718025**Status : **Answered**Chosen Option : **4**

Q.9

The process whereby an executive develops an orderly pattern of group effort among his subordinates and secures unity of action is known as:

1. Control
2. Coordination
3. Reporting
4. Organising

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701022**Option 1 ID : **2268952718018**Option 2 ID : **2268952718019**Option 3 ID : **2268952718020**Option 4 ID : **2268952718021**Status : **Answered**Chosen Option : **2****Q.10**Match **List-I** with **List-II**

List-I	List-II
(A) Responsibility	(I) Right to command subordinates and to give orders and exact obedience.
(B) Authority	(II) Downward transfer of authority from a superior to a subordinate.
(C) Accountability	(III) Obligation of a subordinate to perform the duty or tasks assigned to him.
(D) Delegation	(IV) Answerability for the accomplishment of the task assigned by the superior to his subordinate.

Choose the **correct** answer from the options given below:

1. (A) - (II), (B) - (I), (C) - (III), (D) - (IV)
2. (A) - (I), (B) - (II), (C) - (III), (D) - (IV)
3. (A) - (III), (B) - (I), (C) - (IV), (D) - (II)
4. (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701052**Option 1 ID : **2268952718138**Option 2 ID : **2268952718139**Option 3 ID : **2268952718140**Option 4 ID : **2268952718141**Status : **Answered**Chosen Option : **3**

Q.11

Under which method of the training, a trainee is put under the guidance of a master worker?

1. Apprenticeship programme
2. Internship training
3. Vestibule training
4. Job rotation

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ**Question ID : 226895701033****Option 1 ID : 2268952718062****Option 2 ID : 2268952718063****Option 3 ID : 2268952718064****Option 4 ID : 2268952718065****Status : Answered****Chosen Option : 1****Q.12**

Arrange the following steps involved in the process of organising in logical sequence

- (A) The activities which are similar in nature are grouped together.
- (B) Jobs are allocated to the members of each department in accordance to their skills and competencies.
- (C) Authority and reporting relationships are established to create a hierarchal structure.
- (D) The work is divided into manageable activities so that duplication can be avoided.

Choose the **correct** answer from the options given below:

1. (A), (C), (B), (D)
2. (A), (B), (C), (D)
3. (D), (A), (B), (C)
4. (C), (B), (D), (A)

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ**Question ID : 226895701061****Option 1 ID : 2268952718174****Option 2 ID : 2268952718175****Option 3 ID : 2268952718176****Option 4 ID : 2268952718177****Status : Answered****Chosen Option : 3**

Q.13

"Planning requires logical and systematic thinking rather than guess work or wishful thinking". Identify the feature of planning highlighted in the aforesaid statement.

1. Planning is futuristic
2. Planning involves decision making
3. Planning is a mental exercise
4. Planning is pervasive

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701028**Option 1 ID : **2268952718042**Option 2 ID : **2268952718043**Option 3 ID : **2268952718044**Option 4 ID : **2268952718045**Status : **Answered**Chosen Option : **3****Q.14**

Arrange the following steps involved in selection process in the proper sequence.

- (A) Preliminary screening
- (B) Employment interview
- (C) Reference and background checks
- (D) Selection test

Choose the **correct** answer from the options given below:

1. (A), (C), (B), (D)
2. (A), (B), (C), (D)
3. (A), (D), (B), (C)
4. (C), (B), (D), (A)

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701058**Option 1 ID : **2268952718162**Option 2 ID : **2268952718163**Option 3 ID : **2268952718164**Option 4 ID : **2268952718165**Status : **Answered**Chosen Option : **3**

Q.15

Identify the type of plan which provides the prescribed ways or manner in which a task has to be performed considering the objective.

1. Rules
2. Strategies
3. Method
4. Procedures

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**

Question ID : **226895701029**

Option 1 ID : **2268952718046**

Option 2 ID : **2268952718047**

Option 3 ID : **2268952718048**

Option 4 ID : **2268952718049**

Status : **Answered**

Chosen Option : **3**

Q.16

Match **List-I** with **List-II**

List-I	List-II
(A) Net Working Capital	(I) Investments in long term assets.
(B) Fixed capital decision	(II) Proportion of debt in the overall capital.
(C) Financial Leverage	(III) Excess of current assets over current liabilities
(D) Trading on equity	(IV) Increase in profit earned by the equity shareholders due to the presence of fixed financial charges.

Choose the **correct** answer from the options given below:

1. (A) - (IV), (B) - (II), (C) - (III), (D) - (I)
2. (A) - (I), (B) - (II), (C) - (III), (D) - (IV)
3. (A) - (II), (B) - (I), (C) - (IV), (D) - (III)
4. (A) - (III), (B) - (I), (C) - (II), (D) - (IV)

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**

Question ID : **226895701055**

Option 1 ID : **2268952718150**

Option 2 ID : **2268952718151**

Option 3 ID : **2268952718152**

Option 4 ID : **2268952718153**

Status : **Answered**

Chosen Option : **2**

Q.17

The importance of the business environment includes:

- (A) Identifying first mover advantage
- (B) Improving business performance
- (C) Performance appraisal
- (D) Coping with rapid changes

Choose the **correct** answer from the options given below:

- 1. (A), (B) and (D) only
- 2. (A), (B) and (C) only
- 3. (A), (B), (C) and (D)
- 4. (B), (C) and (D) only

Options 1. 1

2. 2

3. 3

4. 4

Question Type : **MCQ**

Question ID : **226895701049**

Option 1 ID : **2268952718126**

Option 2 ID : **2268952718127**

Option 3 ID : **2268952718128**

Option 4 ID : **2268952718129**

Status : **Answered**

Chosen Option : **1**



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Q.18

Match List-I with List-II

List-I	List-II
(A) Standards	(I) Setting of Reduction of defects from 10 pc to 5 pc per lot
(B) Management by exception	(II) Assigning additional workers and equipment to the project.
(C) Critical Control Point	(III) An attempt to control everything results in controlling nothing.
(D) Corrective Action	(IV) Focusing on KRAs

Choose the **correct** answer from the options given below:

- (A) - (II), (B) - (I), (C) - (III), (D) - (IV)
- (A) - (I), (B) - (III), (C) - (IV), (D) - (II)
- (A) - (I), (B) - (II), (C) - (IV), (D) - (III)
- (A) - (III), (B) - (I), (C) - (IV), (D) - (II)

Options 1. 1

2. 2

3. 3

4. 4

Question Type : **MCQ**Question ID : **226895701054**Option 1 ID : **2268952718146**Option 2 ID : **2268952718147**Option 3 ID : **2268952718148**Option 4 ID : **2268952718149**Status : **Answered**Chosen Option : **4**

Q.19

Money required for carrying out business activity is called:

- Debt capital
- Equity capital
- Personal fund
- Business Finance

Options 1. 1

2. 2

3. 3

4. 4

Question Type : **MCQ**Question ID : **226895701037**Option 1 ID : **2268952718078**Option 2 ID : **2268952718079**Option 3 ID : **2268952718080**Option 4 ID : **2268952718081**Status : **Answered**Chosen Option : **4**

Q.20

Which of the following statements is NOT true?

1. Price is an important element of the marketing mix.
2. Marketing is a social process.
3. Use of aggressive selling techniques to make customers buy their products is marketing.
4. Placement is described as the set of marketing tools that firms use in a target market.

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ**Question ID : 226895701042****Option 1 ID : 2268952718098****Option 2 ID : 2268952718099****Option 3 ID : 2268952718100****Option 4 ID : 2268952718101****Status : Answered****Chosen Option : 4****Q.21**

"Marketing methods used" is an important factor affecting which 'P' of marketing mix?

1. Product
2. Place
3. Price
4. Promotion

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ**Question ID : 226895701038****Option 1 ID : 2268952718082****Option 2 ID : 2268952718083****Option 3 ID : 2268952718084****Option 4 ID : 2268952718085****Status : Answered****Chosen Option : 1**

Q.22

Which of the following is a career oriented process?

1. Training
2. Development
3. Selection
4. Reference check

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ

Question ID : 226895701032

Option 1 ID : 2268952718058

Option 2 ID : 2268952718059

Option 3 ID : 2268952718060

Option 4 ID : 2268952718061

Status : Answered

Chosen Option : 3

Q.23

Fayol says that discipline requires:

- (A) Good supervisors at all levels
- (B) Agreements should be clear and fair
- (C) Removal of the employee
- (D) Penalties should be fairly imposed

Choose the **correct** answer from the options given below:

1. (A), (B) and (D) only
2. (A), (C) and (D) only
3. (A), (B), (C) and (D)
4. (B), (C) and (D) only

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ

Question ID : 226895701048

Option 1 ID : 2268952718122

Option 2 ID : 2268952718123

Option 3 ID : 2268952718124

Option 4 ID : 2268952718125

Status : Answered

Chosen Option : 1

Q.24

In India, the advertisements for alcoholic beverages are banned, the dimension of business environment referred to here is:

1. Economic
2. Social
3. Political
4. Legal

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701026**Option 1 ID : **2268952718034**Option 2 ID : **2268952718035**Option 3 ID : **2268952718036**Option 4 ID : **2268952718037**Status : **Answered**Chosen Option : **4****Q.25**

Which of the following is not a limitation of formal organisation?

1. No clear-cut structure
2. Social interaction
3. Personal satisfaction
4. Rigidly laid down policies

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701030**Option 1 ID : **2268952718050**Option 2 ID : **2268952718051**Option 3 ID : **2268952718052**Option 4 ID : **2268952718053**Status : **Answered**Chosen Option : **1**

Q.26

The nature of relationship of our country with foreign countries is an example of which dimension of the business environment?

1. Economic environment
2. Social environment
3. Legal environment
4. Political environment

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701027**Option 1 ID : **2268952718038**Option 2 ID : **2268952718039**Option 3 ID : **2268952718040**Option 4 ID : **2268952718041**Status : **Answered**Chosen Option : **1****Q.27**

Arrange the following steps of the planning process in a logical sequence.

- (A) Establishing Objectives
- (B) Developing premises
- (C) Evaluation of Alternatives
- (D) Selecting a Course of Action

Choose the **correct** answer from the options given below:

1. (A), (B), (D), (C)
2. (A), (B), (C), (D)
3. (B), (A), (D), (C)
4. (C), (B), (D), (A)

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701057**Option 1 ID : **2268952718158**Option 2 ID : **2268952718159**Option 3 ID : **2268952718160**Option 4 ID : **2268952718161**Status : **Answered**Chosen Option : **2**

Q.28

Financial leverage is believed to be favorable if:

1. ROI is lower than cost of debt
2. ROI is higher than cost of debt
3. Debt is not easily available
4. If the interest rate is high

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701036**Option 1 ID : **2268952718074**Option 2 ID : **2268952718075**Option 3 ID : **2268952718076**Option 4 ID : **2268952718077**Status : **Answered**Chosen Option : **1**

Q.29

Which principle of management is violated if a worker takes orders from two or more superiors?

1. Unity of direction
2. Unity of command
3. Order
4. Discipline

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701025**Option 1 ID : **2268952718030**Option 2 ID : **2268952718031**Option 3 ID : **2268952718032**Option 4 ID : **2268952718033**Status : **Answered**Chosen Option : **2**

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Q.30

To oversee the efforts of the workforce is the function of :

1. Supervisory level
2. Middle level
3. Top level
4. Top & middle level

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701046**Option 1 ID : **2268952718114**Option 2 ID : **2268952718115**Option 3 ID : **2268952718116**Option 4 ID : **2268952718117**Status : **Answered**Chosen Option : **4**

Q.31

_____ is an impersonal form of communication by a marketer to promote a product.

1. Personal Selling
2. Advertising
3. Labelling
4. Packaging

Options 1. 1

2. 2
3. 3
4. 4



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Question Type : **MCQ**Question ID : **226895701040**Option 1 ID : **2268952718090**Option 2 ID : **2268952718091**Option 3 ID : **2268952718092**Option 4 ID : **2268952718093**Status : **Answered**Chosen Option : **1**

Q.32

Span of management refers to:

1. Number of subordinates at lower level
2. Total number of managers
3. Number of subordinates under a superior
4. Number of levels in the organisation

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ

Question ID : 226895701031

Option 1 ID : 2268952718054

Option 2 ID : 2268952718055

Option 3 ID : 2268952718056

Option 4 ID : 2268952718057

Status : Answered

Chosen Option : 4

Q.33

The criteria against which actual performance is measured in the process of controlling are called:

1. Grades
2. Classes
3. Standards
4. Appraisals

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ

Question ID : 226895701035

Option 1 ID : 2268952718070

Option 2 ID : 2268952718071

Option 3 ID : 2268952718072

Option 4 ID : 2268952718073

Status : Answered

Chosen Option : 3



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Q.34

Which of the following shows the relationship between planning and controlling?

1. Both reinforce each other
2. Both are unrelated to each other
3. Both are substitutes of each other
4. Both are seperable twins of management

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ

Question ID : 226895701034

Option 1 ID : 2268952718066

Option 2 ID : 2268952718067

Option 3 ID : 2268952718068

Option 4 ID : 2268952718069

Status : Answered

Chosen Option : 1

Q.35

Arrange the following steps of controlling the process in a logical sequence.

- (A) Reporting of deviation and their causes after comparision.
- (B) Projecting the future and determining the goals and standards.
- (C) Taking corrective action at an appropriate level.
- (D) Measuring the work in terms of control standards.

Choose the **correct** answer from the options given below:

1. (B), (D), (A), (C)
2. (A), (B), (C), (D)
3. (B), (A), (D), (C)
4. (C), (B), (D), (A)

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ

Question ID : 226895701059

Option 1 ID : 2268952718166

Option 2 ID : 2268952718167

Option 3 ID : 2268952718168

Option 4 ID : 2268952718169

Status : Answered

Chosen Option : 2

Q.36

Management is considered as art because of which of the following features?

- (A) Systematized body of knowledge
- (B) Existence of theoretical knowledge
- (C) Personalized application
- (D) Being based on practice and creativity

Choose the **correct** answer from the options given below:

- 1. (A), (B) and (D) only
- 2. (A), (B) and (C) only
- 3. (A), (B), (C) and (D)
- 4. (B), (C) and (D) only

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Question Type : MCQ

Question ID : 226895701047

Option 1 ID : 2268952718118

Option 2 ID : 2268952718119

Option 3 ID : 2268952718120

Option 4 ID : 2268952718121

Status : Answered

Chosen Option : 3

Q.37

Which of the following concepts is not related to F W Taylor?

- 1. Scalar Chain
- 2. Harmony, not discord
- 3. Standardisation and simplification of work
- 4. Cooperation, not individualism

Options 1. 1

- 2. 2
- 3. 3
- 4. 4

Question Type : MCQ

Question ID : 226895701024

Option 1 ID : 2268952718026

Option 2 ID : 2268952718027

Option 3 ID : 2268952718028

Option 4 ID : 2268952718029

Status : Answered

Chosen Option : 2

Q.38

Match **List-I** with **List-II**

List-I (Dimensions of business environment)	List-II (Elements)
(A) Social	(I) Literacy rates
(B) Economic	(II) Public Debt (internal and external)
(C) Technological	(III) Monopolistic Restrictive Trade Practices Act
(D) Legal	(IV) Scientific improvements

Choose the **correct** answer from the options given below:

1. (A) - (I), (B) - (II), (C) - (IV), (D) - (III)
2. (A) - (II), (B) - (I), (C) - (III), (D) - (IV)
3. (A) - (IV), (B) - (II), (C) - (I), (D) - (III)
4. (A) - (III), (B) - (IV), (C) - (I), (D) - (II)

Options 1. 1

2. 2

3. 3

4. 4

Question Type : **MCQ**Question ID : **226895701056**Option 1 ID : **2268952718154**Option 2 ID : **2268952718155**Option 3 ID : **2268952718156**Option 4 ID : **2268952718157**Status : **Answered**Chosen Option : **1**

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Q.39

Arrange the following steps involved in the process of financial planning in logical sequence.

- (A) Sales forecast is made
- (B) Requirement of fixed capital and working capital is estimated
- (C) Expected profits are estimated
- (D) Sources of finance are identified

Choose the **correct** answer from the options given below:

- 1. (A), (B), (C), (D)
- 2. (B), (D), (C), (A)
- 3. (C), (A), (D), (B)
- 4. (C), (B), (D), (A)

Options 1. 1

2. 2

3. 3

4. 4

Question Type : **MCQ**

Question ID : **226895701060**

Option 1 ID : **2268952718170**

Option 2 ID : **2268952718171**

Option 3 ID : **2268952718172**

Option 4 ID : **2268952718173**

Status : **Answered**

Chosen Option : **1**



Q.40

Which of the following is the importance of delegation?

- (A) High morale of subordinates
- (B) Develops initiatives among employees
- (C) Promotes centralisation
- (D) Dilutes span of management

Choose the **correct** answer from the options given below:

- 1. (A), (B) and (D) only
- 2. (A) and (B) only
- 3. (B) and (D) only
- 4. (B), (C) and (D) only

Options 1. 1

2. 2

3. 3

4. 4

Question Type : **MCQ**

Question ID : **226895701051**

Option 1 ID : **2268952718134**

Option 2 ID : **2268952718135**

Option 3 ID : **2268952718136**

Option 4 ID : **2268952718137**

Status : **Answered**

Chosen Option : **1**



shiksha

Comprehension:

Manoj purchased a car from DD Motors invoiced at 10 Lacs. The company offered many attractive gifts, like free insurance for the first two years, free pick-up and drop facilities for free servicing of upto 20,000 km etc. But after a few days, he noticed that the pick-up of the car was not good and there was some problem with the engine of the car. The company serviced the car for free, but even then, Manoj was not satisfied with the performance of the car. Manoj again called the customer care services of DD Motors, but DD Motors did not give him the due response. So he filed a complaint with the District Commission after but was not satisfied with the decision. He was very disturbed and, after a month, decided to appeal against it.

SubQuestion No : 41**Q.41**

Identify the responsibility which Manoj kept in mind in the above case?

1. Read labels carefully
2. Obtaining Bill/ Invoice
3. Focusing on gifts only
4. Having a driving license

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701067**Option 1 ID : **2268952718194**Option 2 ID : **2268952718195**Option 3 ID : **2268952718196**Option 4 ID : **2268952718197**Status : **Answered**Chosen Option : **1****Comprehension:**

Manoj purchased a car from DD Motors invoiced at 10 Lacs. The company offered many attractive gifts, like free insurance for the first two years, free pick-up and drop facilities for free servicing of upto 20,000 km etc. But after a few days, he noticed that the pick-up of the car was not good and there was some problem with the engine of the car. The company serviced the car for free, but even then, Manoj was not satisfied with the performance of the car. Manoj again called the customer care services of DD Motors, but DD Motors did not give him the due response. So he filed a complaint with the District Commission after but was not satisfied with the decision. He was very disturbed and, after a month, decided to appeal against it.

SubQuestion No : 42**Q.42**

Which of the following ways/means of consumer protection has been indicated in the above case?

1. Self regulation by the business
2. Business associations
3. Consumer organisations
4. Consumer awareness

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701066**Option 1 ID : **2268952718190**Option 2 ID : **2268952718191**Option 3 ID : **2268952718192**Option 4 ID : **2268952718193**Status : **Answered**Chosen Option : **4**

Comprehension:

Manoj purchased a car from DD Motors invoiced at 10 Lacs. The company offered many attractive gifts, like free insurance for the first two years, free pick-up and drop facilities for free servicing of upto 20,000 km etc. But after a few days, he noticed that the pick-up of the car was not good and there was some problem with the engine of the car. The company serviced the car for free, but even then, Manoj was not satisfied with the performance of the car. Manoj again called the customer care services of DD Motors, but DD Motors did not give him the due response. So he filed a complaint with the District Commission after but was not satisfied with the decision. He was very disturbed and, after a month, decided to appeal against it.

SubQuestion No : 43**Q.43**

Which of the following relief is NOT available to Manoj?

1. To remove the defect in car
2. To replace the defective car with a new one
3. To return the car and get refund of the price paid for the car
4. To retain the car and get a refund of the price paid for the car

Options 1. 1

2. 2

3. 3

4. 4

Question Type : **MCQ**Question ID : **226895701065**Option 1 ID : **2268952718186**Option 2 ID : **2268952718187**Option 3 ID : **2268952718188**Option 4 ID : **2268952718189**Status : **Answered**Chosen Option : **2**

shiksha

Comprehension:

Manoj purchased a car from DD Motors invoiced at 10 Lacs. The company offered many attractive gifts, like free insurance for the first two years, free pick-up and drop facilities for free servicing of upto 20,000 km etc. But after a few days, he noticed that the pick-up of the car was not good and there was some problem with the engine of the car. The company serviced the car for free, but even then, Manoj was not satisfied with the performance of the car. Manoj again called the customer care services of DD Motors, but DD Motors did not give him the due response. So he filed a complaint with the District Commission after but was not satisfied with the decision. He was very disturbed and, after a month, decided to appeal against it.

SubQuestion No : 44**Q.44**

Which rights of Manoj are violated by DD Motors?

1. Right to be informed and Right to safety
2. Right to be heard and Right to seek redressal
3. Right to choose/be assured and Right to safety
4. Right to consumer education and Right to be heard

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701063**Option 1 ID : **2268952718178**Option 2 ID : **2268952718179**Option 3 ID : **2268952718180**Option 4 ID : **2268952718181**Status : **Answered**Chosen Option : **2****Comprehension:**

Manoj purchased a car from DD Motors invoiced at 10 Lacs. The company offered many attractive gifts, like free insurance for the first two years, free pick-up and drop facilities for free servicing of upto 20,000 km etc. But after a few days, he noticed that the pick-up of the car was not good and there was some problem with the engine of the car. The company serviced the car for free, but even then, Manoj was not satisfied with the performance of the car. Manoj again called the customer care services of DD Motors, but DD Motors did not give him the due response. So he filed a complaint with the District Commission after but was not satisfied with the decision. He was very disturbed and, after a month, decided to appeal against it.

SubQuestion No : 45**Q.45**

Manoj filed a complaint with the District Commission but was not satisfied with the decision. To which authority can he file an appeal against the decision?

1. National Commission
2. National Law Commission
3. State Commission
4. Supreme Court

Options 1. 1

2. 2
3. 3
4. 4

Question Type : **MCQ**Question ID : **226895701064**Option 1 ID : **2268952718182**Option 2 ID : **2268952718183**Option 3 ID : **2268952718184**Option 4 ID : **2268952718185**Status : **Answered**Chosen Option : **4**

Comprehension:

Sarah is the manager of a customer service team at a growing e-commerce company. The company has recently faced an influx of customer queries due to an increase in online orders. As the manager, Sarah's role is crucial in ensuring her team is aligned with the company's goals and capable of meeting the growing demand.

To begin, Sarah holds a team meeting where she clearly communicates the new expectations for handling customer inquiries, including targets for response times and quality standards. She provides clear guidelines on how to manage the increased workload and sets specific deadlines for individual tasks. Sarah integrates employees' efforts and ensures that the team understands the importance of customer satisfaction and how it contributes to the company's reputation and success.

Additionally, Sarah motivates her team by recognizing their achievements, offering constructive feedback, and providing training sessions to improve their skills. She fosters open communication, encouraging her team to express any challenges they encounter. Her leadership style includes delegation of responsibilities, which helps employees feel trusted and empowered.

Under Sarah's direction, the team becomes more efficient, delivering timely and high-quality customer service, which ultimately boosts customer satisfaction and supports the company's growth.

SubQuestion No : 46**Q.46**

Which of the following is a key responsibility of Sarah when directing a team?

1. Establishing budget
2. Planning company strategy
3. Preparing a setting for initiating action
4. Hiring new employees

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ**Question ID : 226895701070****Option 1 ID : 2268952718202****Option 2 ID : 2268952718203****Option 3 ID : 2268952718204****Option 4 ID : 2268952718205****Status : Answered****Chosen Option : 3**

Comprehension:

Sarah is the manager of a customer service team at a growing e-commerce company. The company has recently faced an influx of customer queries due to an increase in online orders. As the manager, Sarah's role is crucial in ensuring her team is aligned with the company's goals and capable of meeting the growing demand.

To begin, Sarah holds a team meeting where she clearly communicates the new expectations for handling customer inquiries, including targets for response times and quality standards. She provides clear guidelines on how to manage the increased workload and sets specific deadlines for individual tasks. Sarah integrates employees' efforts and ensures that the team understands the importance of customer satisfaction and how it contributes to the company's reputation and success.

Additionally, Sarah motivates her team by recognizing their achievements, offering constructive feedback, and providing training sessions to improve their skills. She fosters open communication, encouraging her team to express any challenges they encounter. Her leadership style includes delegation of responsibilities, which helps employees feel trusted and empowered.

Under Sarah's direction, the team becomes more efficient, delivering timely and high-quality customer service, which ultimately boosts customer satisfaction and supports the company's growth.

SubQuestion No : 47**Q.47**

The above case clearly depicts that directing is the heart of management because Sarah :

1. Ensures managers plan all the work
2. Empowers employees and improves their engagement
3. Reduces employee responsibility
4. Limits feedback opportunities

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ**Question ID : 226895701073****Option 1 ID : 2268952718214****Option 2 ID : 2268952718215****Option 3 ID : 2268952718216****Option 4 ID : 2268952718217****Status : Answered****Chosen Option : 2**

Comprehension:

Sarah is the manager of a customer service team at a growing e-commerce company. The company has recently faced an influx of customer queries due to an increase in online orders. As the manager, Sarah's role is crucial in ensuring her team is aligned with the company's goals and capable of meeting the growing demand.

To begin, Sarah holds a team meeting where she clearly communicates the new expectations for handling customer inquiries, including targets for response times and quality standards. She provides clear guidelines on how to manage the increased workload and sets specific deadlines for individual tasks. Sarah integrates employees' efforts and ensures that the team understands the importance of customer satisfaction and how it contributes to the company's reputation and success.

Additionally, Sarah motivates her team by recognizing their achievements, offering constructive feedback, and providing training sessions to improve their skills. She fosters open communication, encouraging her team to express any challenges they encounter. Her leadership style includes delegation of responsibilities, which helps employees feel trusted and empowered.

Under Sarah's direction, the team becomes more efficient, delivering timely and high-quality customer service, which ultimately boosts customer satisfaction and supports the company's growth.

SubQuestion No : 48**Q.48**

What is the primary purpose of directing in management?

1. Setting company goals
2. Communicating with employees and guiding their actions
3. Developing new products
4. Analyzing market trends

Options 1. 1

2. 2

3. 3

4. 4

Question Type : MCQ**Question ID : 226895701069****Option 1 ID : 2268952718198****Option 2 ID : 2268952718199****Option 3 ID : 2268952718200****Option 4 ID : 2268952718201****Status : Answered****Chosen Option : 4**

shiksha

Comprehension:

Sarah is the manager of a customer service team at a growing e-commerce company. The company has recently faced an influx of customer queries due to an increase in online orders. As the manager, Sarah's role is crucial in ensuring her team is aligned with the company's goals and capable of meeting the growing demand.

To begin, Sarah holds a team meeting where she clearly communicates the new expectations for handling customer inquiries, including targets for response times and quality standards. She provides clear guidelines on how to manage the increased workload and sets specific deadlines for individual tasks. Sarah integrates employees' efforts and ensures that the team understands the importance of customer satisfaction and how it contributes to the company's reputation and success.

Additionally, Sarah motivates her team by recognizing their achievements, offering constructive feedback, and providing training sessions to improve their skills. She fosters open communication, encouraging her team to express any challenges they encounter. Her leadership style includes delegation of responsibilities, which helps employees feel trusted and empowered.

Under Sarah's direction, the team becomes more efficient, delivering timely and high-quality customer service, which ultimately boosts customer satisfaction and supports the company's growth.

SubQuestion No : 49**Q.49**

Which element of directing, does Sarah follow in encouraging employees to meet performance standards?

1. Delegation
2. Decentralisation
3. Control
4. Motivation

Options 1. 1

2. 2
3. 3
4. 4

Question Type : MCQ**Question ID : 226895701071****Option 1 ID : 2268952718206****Option 2 ID : 2268952718207****Option 3 ID : 2268952718208****Option 4 ID : 2268952718209****Status : Answered****Chosen Option : 1**

shiksha

Comprehension:

Sarah is the manager of a customer service team at a growing e-commerce company. The company has recently faced an influx of customer queries due to an increase in online orders. As the manager, Sarah's role is crucial in ensuring her team is aligned with the company's goals and capable of meeting the growing demand.

To begin, Sarah holds a team meeting where she clearly communicates the new expectations for handling customer inquiries, including targets for response times and quality standards. She provides clear guidelines on how to manage the increased workload and sets specific deadlines for individual tasks. Sarah integrates employees' efforts and ensures that the team understands the importance of customer satisfaction and how it contributes to the company's reputation and success.

Additionally, Sarah motivates her team by recognizing their achievements, offering constructive feedback, and providing training sessions to improve their skills. She fosters open communication, encouraging her team to express any challenges they encounter. Her leadership style includes delegation of responsibilities, which helps employees feel trusted and empowered.

Under Sarah's direction, the team becomes more efficient, delivering timely and high-quality customer service, which ultimately boosts customer satisfaction and supports the company's growth.

SubQuestion No : 50**Q.50**

Effective communication of Sarah in directing helps to:

1. Align employee efforts with organizational goals
2. Create confusion
3. Increase turnover
4. Avoid delegating tasks

Options 1. 1

2. 2

3. 3

4. 4

Question Type : **MCQ**Question ID : **226895701072**Option 1 ID : **2268952718210**Option 2 ID : **2268952718211**Option 3 ID : **2268952718212**Option 4 ID : **2268952718213**Status : **Answered**Chosen Option : **1**