

055/2017



Question Booklet
Alpha Code

A

Question Booklet
Serial Number

Total Number of Questions : 100

Time : 75 Minutes

Maximum Marks : 100

INSTRUCTIONS TO CANDIDATES

1. The Question Paper will be given in the form of a Question Booklet. There will be four versions of Question Booklets with Question Booklet Alpha Code viz. **A, B, C & D**.
2. The Question Booklet Alpha Code will be printed on the top left margin of the facing sheet of the Question Booklet.
3. The Question Booklet Alpha Code allotted to you will be noted in your seating position in the Examination Hall.
4. If you get a Question Booklet where the alpha code does not match to the allotted alpha code in the seating position, please draw the attention of the Invigilator IMMEDIATELY.
5. The Question Booklet Serial Number is printed on the top right margin of the facing sheet. If your Question Booklet is un-numbered, please get it replaced by new Question Booklet with same alpha code.
6. The Question Booklet will be sealed at the middle of the right margin. Candidate should not open the Question Booklet, until the indication is given to start answering.
7. Immediately after the commencement of the examination, the candidate should check that the Question Booklet supplied to him/her contains all the 100 questions in serial order. The Question Booklet does not have unprinted or torn or missing pages and if so he/she should bring it to the notice of the Invigilator and get it replaced by a complete booklet with same alpha code. This is most important.
8. A blank sheet of paper is attached to the Question Booklet. This may be used for rough work.
9. **Please read carefully all the instructions on the reverse of the Answer Sheet before marking your answers.**
10. Each question is provided with four choices **(A), (B), (C)** and **(D)** having one correct answer. Choose the correct answer and darken the bubble corresponding to the question number using Blue or Black Ball Point Pen in the OMR Answer Sheet.
11. **Each correct answer carries 1 mark and for each wrong answer 1/3 mark will be deducted. No negative mark for unattended questions.**
12. No candidate will be allowed to leave the examination hall till the end of the session and without handing over his/her Answer Sheet to the Invigilator. Candidates should ensure that the Invigilator has verified all the entries in the Register Number Coding Sheet and that the Invigilator has affixed his/her signature in the space provided.
13. Strict compliance of instructions is essential. Any malpractice or attempt to commit any kind of malpractice in the Examination will result in the disqualification of the candidate.

055/2017





18. When integrating MS Word and Excel, Word is usually the
- A) Server
 - B) Client
 - C) Source
 - D) None
19. IP stands for
- A) Internet Provider
 - B) Internet Protocol
 - C) Internet Procedure
 - D) Internet Processor
20. The document that outline the details for a business trip for an executive is referred to as
- A) A diary
 - B) A programme
 - C) A minute
 - D) An itenary
21. People from other countries can be easily put at ease by speaking to them in
- A) Sign language
 - B) Their language
 - C) You own language
 - D) English
22. Coordinating people and human resources to accomplish organisational goals is the process of
- A) Planning
 - B) Directing
 - C) Management
 - D) Leadership
23. The building used by different professionals at a time is called
- A) Public offices
 - B) Private offices
 - C) Office condominiums
 - D) Professional houses
24. _____ is not a function of filing.
- A) Library function
 - B) Administrative function
 - C) Accounting function
 - D) Historical function
25. MSI stands for
- A) Medium Scale Integrated Circuits
 - B) Medium System Integrated Circuits
 - C) Medium Scale Intelligent Circuit
 - D) Medium System Intelligent Circuit



26. Meta – communication relates to the speaker's
- A) Intentional choice of words
 - B) Unintentional choice of words
 - C) Unintentional choice of both words and dress
 - D) Intentional choice of dress
27. Good business letters are characterised by the following quality of the writer
- A) Sincerity
 - B) Formality
 - C) Seriousness
 - D) Humour
28. The Internet was a project of which agency ?
- A) NSF
 - B) ARPA
 - C) NSA
 - D) None of these
29. The document that lists the items that will be dealt with at a meeting is called
- A) The action notes
 - B) The AGM
 - C) The minutes
 - D) The agenda
30. In what order do managers typically perform the managerial function ?
- A) Organising, planning, controlling, leading
 - B) Planning, organising, leading, controlling
 - C) Organising, leading, planning, controlling
 - D) Planning, organising, controlling, leading
31. Another name for contingency planning
- A) Adhoc planning
 - B) Synergy planning
 - C) Business level planning
 - D) Scenario planning
32. From the following statement which is not an advantage of own office building ?
- A) Prestige
 - B) Change of location
 - C) Additional income
 - D) Can meet future requirements
33. Open shelf filing is also known as
- A) Lateral filing
 - B) Suspension filing
 - C) Cardboard filing
 - D) Visible card filing



- 34. A mega is
 - A) 1 million
 - B) 10 million
 - C) 100 thousand
 - D) 1000 thousand

- 35. The word communication is derived from communis which means
 - A) Oral speech
 - B) Community
 - C) Message
 - D) To share

- 36. A memorandum is considered as brief form of written communication for
 - A) Legal use
 - B) External use
 - C) Formal use
 - D) Internal use

- 37. How many parts are there in a business letter ?
 - A) 4
 - B) 7
 - C) 6
 - D) 8

- 38. Internet explorer is
 - A) Operating systems
 - B) Compiler
 - C) IP Address
 - D) Browser

- 39. Term for a document listing that is to be accomplished during a meeting
 - A) Schedule
 - B) Minutes
 - C) Agenda
 - D) Meeting plan

- 40. A budget is not
 - A) Qualitative statement
 - B) A plan
 - C) A forecast
 - D) A part of the strategic management process

- 41. The main object of indexing
 - A) Settlement of disputes
 - B) Storage of information
 - C) Location of files
 - D) Legal requirements

- 42. In MS Word mailing list is known as the
 - A) Data sheet
 - B) Data source
 - C) Source
 - D) Sheet



50. Which part of a business letter uses colon ?
- A) Heading
 - B) Signature
 - C) Inside address
 - D) Salutation
51. Method of communication used to large number of people
- A) Intercom
 - B) CCTV
 - C) Public address system
 - D) Telephone
52. Which of the following is not an external source of recruitment ?
- A) Advertisement
 - B) Promotion
 - C) Casual callers
 - D) Recommendation of employees
53. Linoleum is a kind of
- A) Colour
 - B) Paint
 - C) Floor
 - D) Layout
54. The capacity of 3.5 inch floppy disk is
- A) 1.40 MB
 - B) 1.44 GB
 - C) 1.40 GB
 - D) 1.44 MB
55. Kinesics is another term for
- A) Para language
 - B) Body language
 - C) Space language
 - D) Touch language
56. Number of times your name appears in a business letter
- A) 1
 - B) 4
 - C) 3
 - D) 2
57. Correct format of e-mail address
- A) name@website@com
 - B) name.website.com
 - C) name@website.com
 - D) www.name.website



66. The numerical filing is not used in
- A) Sales invoices
 - B) Committee minutes
 - C) Contract orders
 - D) Correspondence orders
67. _____ is not one of 7 C's in communication.
- A) Correctness
 - B) Character
 - C) Clarity
 - D) None of these
68. _____ allows a user to transmit images of documents over communication links.
- A) Internet
 - B) Fax
 - C) E-mail
 - D) Mobile phone
69. Which of the following is not the role of chairperson during a meeting ?
- A) Keeping a clear and accurate minutes
 - B) Ruling on points of orders
 - C) Delegating tasks
 - D) Review of last meetings
70. Principles of drafting have been laid down by
- A) Mills and Standing Ford
 - B) E.L. Pohhan
 - C) Little Field and Rachel
 - D) Dicksee
71. Distribution of unsolicited e-mails in large numbers
- A) Spoofing
 - B) Hacking
 - C) Chatting
 - D) Spamming
72. _____ is a specific offer for sale in response to an enquiry from a particular company.
- A) Order
 - B) Offer
 - C) Quotations
 - D) Tenders



73. _____ is not an example of internal office forms.
- A) Vouchers
B) Requisitions
C) Report forms
D) Accounting forms
74. Degree to which freedom is given to lower level managers for decision making is classified as
- A) Autonomy
B) Centralisation
C) Decentralisation
D) Congruency
75. A relative block is an index to
- A) The beginning of the file
B) The end of the file
C) The last written position in the file
D) None of these
76. A photocopying machine is
- A) An high speed digital printing system
B) A multifunctional system
C) An electronic duplicator that fuses a reproduced image to plain paper
D) None of the above
77. Which of the steps is not included in the process of reception ?
- A) Decoding
B) Encoding
C) Storage
D) Interpretation
78. All of the following are e-mail etiquette except
- A) Be considerate
B) Avoid passing along chain letters
C) Use spell and grammar check
D) Keep it simple
79. Manuals and policy statements are
- A) Upward communication
B) Downward communication
C) Horizontal communication
D) None of these
80. The purpose of a paper shredder is
- A) Destroy documents received by the mailing department
B) Destroy the financial statements crucial to the organisation
C) Destroy all documents
D) Destroy documents that companies may not want competitor to access



81. Part III of Indian Constitution deals with
A) Citizenship
B) Fundamental Rights
C) Directive Principles
D) Fundamental Duties
82. In India the age for voting right was reduced from 21 to 18 in
A) 1987
B) 1988
C) 1989
D) 1991
83. The highest Law Officer of India
A) Attorney General
B) Solicitor General
C) Advocate General
D) None of the above
84. The RTI Act of 2005 replaced the erstwhile Freedom of Information Act of
A) 1999
B) 2000
C) 2001
D) 2002
85. Mission Indradhanush is a scheme for
A) Education
B) Communication
C) Immunization
D) Poverty Eradication
86. The first English school in Kerala was started at
A) Kallayi
B) Thalasseri
C) Thiruvananthapuram
D) Mattancheri
87. Founder of 'Prathyaksha Raksha Daiva Sabha'
A) Kuriakose Elias Chavara
B) Poykayil Yohannan
C) Vagbhatananda
D) Vaikunda Swamikal
88. The 'Malayali Memorial' was submitted to
A) Sri Mulam Tirunal
B) Ayilyam Tirunal
C) Visakhham Tirunal
D) Sri Chithra Tirunal
89. Al Islam was an Arabi-Malayalam monthly published by
A) Vakkom Moulavi
B) Moidu Moulavi
C) Muhammed Abdurahiman
D) Makthi Thangal
90. The Trivandrum Public Library was started by
A) A.F. Sealy
B) John Allan Brown
C) H.M. Appadurai
D) Edward Cadogan
91. 'Pattabakki' was a fullfledged socio-economic drama written by
A) K.T. Muhammed
B) K. Damodaran
C) V.T. Bhattathiripad
D) M.P. Bhattathiripad



Space for Rough Work



Space for Rough Work