Questic	on	Booklet
Alpha	Со	de

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Question Booklet Serial Number	
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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.

A -2-



1.	Modern business letters are usually writter A) Intended style C) Simplified style	B)	Full block style Left intended style
2.	What is a motion path? A) A type of animation entrance effect C) A method of moving items on a slide	,	_
3.	Macros are run or executed from the A) Insert C) Data	B)	menu. Format Tools
4.	In business telephone calls when making a A) Interrogative form C) Imperative form	B)	quest always use Direct categorical statement The passive form
5.	Empowerment is related to A) Planning C) Directing	,	Organising Controlling
6.	Which type of office building design provid A) Square rectangular C) Circle	B)	aximum space ? Square Long
7.	Fluorescent lighting is produced by ultra vi A) Mercury C) Phosphor	B)	rays on Lead Copper
8.	A secretary serves as informationhard copy and electronic files and generate A) Outhouse C) Clearing house	es c B)	_
9.	is not an old method of file ke	-	ng. Arch lever file
	C) Pigeon hole file	D)	Cardboard file



10.	A computer system that combines text, gra	phi	cs, voice and video is known as		
	A) Multi user system	B)	Multitasking system		
	C) Multimedia	D)	None of the above		
11.	The medium through which message is passe	ed fr	om the sender to the receiver is known as		
	A) Channel	B)	Feedback		
	C) Decoding	D)	Encoding		
12.	Form letter is known as				
	A) Formal letters	B)	Persuasive sales letters		
	C) Circular letters	D)	Bad news letters		
13.	A websites main page is known as				
	A) Browser page	B)	Search page		
	C) Bookmark	D)	Homepage		
14.	In business keep the telephone calls very s	shoi	t because the other person may not be		
	A) Free to talk to you	B)	Noting down what you say		
	C) Paying attention to you	D)	Interested in talking to you		
15.	Span of management				
	A) Number of subordinates under a superior	ior			
	B) Number of managers				
	C) Length of term for which a manager is appointed				
	D) Number of members in top managemer	nt			
16.	System of filing in which the documents re	elat	ed to a particular case or subjects are		
	collected together				
	A) Misil filing	B)	Numeric filing		
	C) Subject filing	D)	Alpha numeric filing		
17.	is a type of index in which frame	nes	are attached to a rod from one side so		
	that it can be rotated.				
	A) Vertical Card Index	B)	Visible Card Index		
	C) Wheel Index	D)	Strip Index		

18.	When integrating MS Word and Excel, Wo	ord 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 b	usiness 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 process of	s to accomplish organisational goals is the
	A) Planning	B) Directing
	C) Management	D) Leadership
23.	The building used by different professiona	ls 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 speak A) Intentional choice of words B) Unintentional choice of words C) Unintentional choice of both words and D) Intentional choice of dress 		
27.	Good business letters are characterised by A) Sincerity C) Seriousness	B)	e following quality of the writer Formality Humour
28.	The Internet was a project of which agency A) NSF C) NSA	B)	ARPA None of these
29.	The document that lists the items that will be A) The action notes C) The minutes	B)	dealt with at a meeting is called The AGM The agenda
30.	In what order do managers typically perform A) Organising, planning, controlling, leading B) Planning, organising, leading, controlling C) Organising, leading, planning, controlling D) Planning, organising, controlling, leading	ng ng ng	ne managerial function ?
31.	Another name for contingency planning A) Adhoc planning C) Business level planning	,	Synergy planning Scenario planning
32.	From the following statement which is not a A) Prestige C) Additional income	B)	advantage of own office building? Change of location Can meet future requirements
33.	Open shelf filing is also known as A) Lateral filing C) Cardboard filing	,	Suspension filing Visible card filing



34.	A mega is A) 1 million C) 100 thousand	,	10 million 1000 thousand	
35.	The word communication is derived from c A) Oral speech C) Message	B)	munis which mean Community To share	ıs
36.	A memorandum is considered as brief form A) Legal use C) Formal use	B)	written communica External use Internal use	ation for
37.	How many parts are there in a business lead A) 4 B) 7	tter C)		D) 8
38.	Internet explorer is A) Operating systems C) IP Address	,	Compiler Browser	
39.	Term for a document listing that is to be ac A) Schedule C) Agenda	B)	nplished during a r Minutes Meeting plan	neeting
40.	 A budget is not A) Qualitative statement B) A plan C) A forecast D) A part of the strategic management pro 	ces	s	
41.	The main object of indexing A) Settlement of disputes C) Location of files	•	Storage of information	
42.	In MS Word mailing list is known as the A) Data sheet C) Source	,	Data source Sheet	

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43.		is a unit to measure quai	-	
	A)	Watts	B) V	olt
	C)	Intensity	D) F	oot Candle
44.	Fil	ters that affect the content of a messa	ge are ir	1
	A)	The mind of the speaker		
	B)	The mind of both speaker and the list	tener	
	C)	The mind of the listener		
	D)	The communication channel		
45.	Wı	riting a letter with "you attitude" means	writing	
	A)	From the point of the view of writer		
	B)	From the point of the other persons n	ot conce	erned
	C)	From the point of the view of the read	ler	
	D)	Using the word you repeatedly		
46.	Мо	odem stands for		
	A)	Modulator Demodulator	B) N	lemory Demagnetisation
	C)	Monetary Demarkation	D) M	Ionetary Devaluation
47.	А	demy official letter is signed by		
	A)	A person on behalf of the officer	В) Т	he managing Director
	C)	Subordinate	D) O	fficer himself
48.	WI	hich of the following tasks should be a	daily pr	iority in the office environment?
	A)	Picking up and opening the incoming	g mail	
	B)	Filing the invoices and corresponder	nces	
	C)	Ordering the stationery required for the	ne follov	ving week
	D)	Typing and distributing a memo to sta	aff regar	ding a meeting
49.	We	eakest form of control		
	A)	Pre control	B) P	ost control

C) Simultaneous control

D) Duel control



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50.	Wh	ich part of a busin	ess letter uses colon (?		
	A)	Heading		B)	Signature	
	C)	Inside address		D)	Salutation	
51.	Me	thod of communica	ation used to large nu	mbe	er of people	
	A)	Intercom		B)	CCTV	
	C)	Public address sy	rstem	D)	Telephone	
52.	A) B)	Advertisement Promotion	g is not an external so	urce	e of recruitment?	
	C)	Casual callers				
	D)	Recommendation	of employees			
53.	Line	oleum is a kind of				
	A)	Colour		B)	Paint	
	C)	Floor		D)	Layout	
54.	The	e capacity of 3.5 in	ch floppy disk is			
	A)	1.40 MB		B)	1.44 GB	
	C)	1.40 GB		D)	1.44 MB	
55.	Kin	esics is another te	rm for			
	A)	Para language		B)	Body language	
	C)	Space language		D)	Touch language	
56.	Nur	mber of times your	name appears in a b	usir	ness letter	
	A)	1	B) 4	C)	3	D) 2
57.	Coı	rect format of e-m	ail address			
	A)	name@website@	com	B)	name.website.com	m
	C)	name@website.c	<u>om</u>	D)	www.name.webs	<u>ite</u>

055/2017 58. _____ is the most popular application of internet. A) E-mail B) Chatting C) Video-conferencing D) Netnews 59. The is the individual or group that develops the message to be communicated. B) Encoder A) Source C) Jargon D) Decoder 60. Premise control is B) People A) Resources C) Assumptions D) Buildings 61. For delegation to be effective it is essential that responsibility be accompanied with necessary B) Authority A) Manpower C) Incentives D) Promotions 62. _____ is not an example of internal office forms. A) Vouchers B) Requisitions C) Report forms D) Accounting forms 63. Filing used for those firms where the number of correspondence is small A) Pigeon hole filing B) Cardboard filing C) Arch lever filing D) Open shelf filing 64. _____ is used for stamping outward mail. A) Addressing machine B) Stencil duplicator

Α

C) Rotary machine

65. Grapevine is the network of

A) Formal communication

C) Informal communication

D) Franking machine

B) Gesture communication

D) Internal communication



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 commu	nica	tion.
	A) Correctness	B)	Character
	C) Clarity	D)	None of these
68.	allows a user to transmit im-	age	s 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 cha	airpe	erson 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	num	bers
	A) Spoofing	B)	Hacking
	C) Chatting	D)	Spamming
72.	is a specific offer for sale in r	esp	onse to an enquiry from a particular
	company.		
	A) Order	B)	Offer
	C) Quotations	D)	Tenders

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73.	is not an example of internal o	ffice	forms.
	A) Vouchers	B)	Requisitions
	C) Report forms	D)	Accounting forms
74.	Degree to which freedom is given to lower classified as	er le	vel managers for decision making is
	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 red D) None of the above 	eprod	duced image to plain paper
77.	Which of the steps is not included in the pr	oce	ss of reception?
	A) Decoding	B)	Encoding
	C) Storage	D)	Interpretation
78.	All of the following are e-mail etiquette exc	ept	
	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 management of the purpose of a paper shredder is B) Destroy documents C) Destroy documents	al to	the organisation
	D) Destroy documents that companies ma	av N	ot want competitor to access



81.	Part III of Indian Cons A) Citizenship C) Directive Principle		,	Fundamental Rig Fundamental Dut		
82.	In India the age for vo	ting right was reduced B) 1988		om 21 to 18 in 1989	D)	1991
83.	The highest Law Office A) Attorney General C) Advocate General		,	Solicitor General None of the above	е	
84.	The RTI Act of 2005 r A) 1999	eplaced the erstwhile B) 2000		edom of Information 2001		ot of 2002
85.	Mission Indradhanush A) Education C) Immunization	n is a scheme for	,	Communication Poverty Eradication	on	
86.	The first English school in Kerala was start A) Kallayi C) Thiruvananthapuram		B)	at Thalasseri Mattancheri		
87.	Founder of 'Prathyaks A) Kuriakose Elias C C) Vagbhatananda		B)	a' Poykayil Yohannan Vaikunda Swamikal		
88.	The 'Malayali Memori A) Sri Mulam Tiruna C) Visakham Tirunal	I	,	Ayilyam Tirunal Sri Chithra Tiruna	al	
89.	Al Islam was an Arab A) Vakkom Moulavi C) Muhammed Abdu		В)	olished by Moidu Moulavi Makthi Thangal		
90.	The Trivandrum Publi A) A.F. Sealy C) H.M. Appadurai	ic Library was started	B)	John Allan Brown Edward Cadogan		
91.	'Pattabakki' was a full A) K.T. Muhammed C) V.T. Bhattathiripa		B)	drama written by K. Damodaran M.P. Bhattathiripa	ad	



92.	Pandit Karuppan was a social reformer from A) Pulayas C) Dheevaras	B)	mong the Ezhavas Nadars
93.	The first President of Nair Service Society A) K. Paramu Pillai C) Mannath Padmanabhan	B)	R. Sankar K. Kelappan
94.	The Nambuthiri women who protested by barvathi Nenmenimangalam C) Lalitha Prabhu	B)	cotting purdah in 1929 ? A.V. Kuttimalu Amma Lalithambika Antharjanam
95.	The historical novel Dharma Raja was pub A) 1941 C) 1913	B)	ed in 1891 1923
96.	The 'cockpit of Europe' A) Holland C) Denmark	,	Belgium Norway
97.	Kuna is the currency of A) Croatia C) Brazil	,	Argentina Algeria
98.	In the first Union Cabinet Moulana Abdul K A) Health C) Education	B)	n Azad was the Minister for Finance Foreign affairs
99.	The venue of 2020 Olympics A) Rio de Janeiro C) Rome	,	Tokyo Budapest
100.	The recipient of the 63 rd Dadasaheb Phalk A) Soumithra Chaterjee C) Gulzar	B)	ward Shashi Kapoor Manoj Kumar

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Space for Rough Work

A -15-

Space for Rough Work