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Question Booklet Alpha Code

A

	Question Booklet Sl. No.
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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.

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1. What is the chief aim of 'Secretarial Practice' trade ?
 - A) Welcoming visitors to Office
 - B) Making and Receiving calls
 - C) Typing Letters and taking notes in Shorthand
 - D) Training in office processes and procedures

2. Why are coalescents so called ?
 - A) Because they are represented by upstrokes
 - B) Because they have initial hooks
 - C) Because they unite with consonants
 - D) Because they unite with vowels

3. Which is the position where logograms are written ?
 - A) Written on the line
 - B) Written through the line
 - C) Written above the line
 - D) Written either above, on, or through the line

4. What is the most important asset for a shorthand writer ?
 - A) Ability to write legible outlines
 - B) Writing mechanically
 - C) Inserting vowels
 - D) Writing heavy strokes heavier

5. When is a vowel produced ?
 - A) When the mouth passage is closed
 - B) When there is audible friction in the mouth passage
 - C) When the mouth passage is open
 - D) When the mouth passage is half open

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6. What is a preceding vowel ?
 - A) Vowel occurring before upstroke/downstroke or above horizontal stroke
 - B) Vowel occurring after an upstroke
 - C) Vowel occurring after a downstroke
 - D) Vowel occurring below a horizontal stroke

7. What are the signs used to represent logograms ?
 - A) Angular signs, dots and dashes
 - B) Circles, loops and angular signs
 - C) Strokes, circles, loops, dots, dashes and angular signs
 - D) Strokes, angular signs and dots

8. Which stroke represents grammalogue 'and' ?
 - A) $\frac{1}{3}$ rd of 'Ray' written on the line
 - B) $\frac{1}{3}$ rd of 'Jay' written above the line
 - C) $\frac{1}{3}$ rd of 'Ray' written above the line
 - D) $\frac{1}{3}$ rd of 'Chay' written on the line

9. Can you represent capitals in shorthand, if so, when and how ?
 - A) By two short slanting ticks before a word
 - B) By two short slanting ticks beneath a word
 - C) At the beginning of every sentence
 - D) Not necessary to represent the capitals

10. Which is correct ?
 - A) Diphthongs have three vowel places
 - B) Diphthongs are represented by dashes
 - C) Diphthongs can be joined to strokes
 - D) Diphthongs are written thick

11. Where are intervening third place vowels indicated ?
 - A) After the first stroke at the end
 - B) After the second stroke at the end
 - C) Before the second stroke at the end
 - D) Before the first stroke at the end

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12. Which is correct ?
- A) Logograms save time
 - B) Logogram have more than one character
 - C) Logograms are represented by thin strokes
 - D) Logograms represent uncommon words
13. What are the uses of shorthand ?
- A) Helping in recording our thoughts quickly
 - B) Helps in recording our thoughts accurately
 - C) Helps in translating our thoughts
 - D) Helps in quick and accurate recording of spoken words
14. How is tick 'the' written ?
- A) It is a heavy tick written upward
 - B) It is a light tick written upward or downward
 - C) It is a heavy tick written downward
 - D) It is a light tick written upward
15. What is the name of the component of a computer which is not physically accessible, but can be realized through its working ?
- A) Hardware
 - B) Software
 - C) RAM
 - D) Port
16. Who created the first programmable computer ?
- A) Charles Babbage
 - B) German Konrad Zuse
 - C) Albert Einstein
 - D) Benjamin Franklin
17. Which type of computers are used in banks to store and retrieve core banking transactions ?
- A) Mobile phones
 - B) Centralized Server Computers
 - C) Tablet – Computers
 - D) Micro – Computers
18. Which computer application allows sending and receiving information ?
- A) Robotics
 - B) News
 - C) Internet
 - D) Telecommunications

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19. Which software application allows us to send messages, audio and video through mobile phones ?
- A) Robotics
B) Telecommunications
C) Internet
D) Digital video or audio composition
20. What is the name of all physical components of a computer collectively called ?
- A) Software
B) Hardware
C) Malware
D) Junkware
21. While copying data from the computer hard disc to a CD, a message flashes on the screen no space to store more data. How much data has been stored in the CD ?
- A) 4.7 GB
B) 1.44 MB
C) 700 MB
D) 700 GB
22. Which component contains slots for fixing and connecting processor, main memory (RAM) hard disc, CD/DVD drive etc. ?
- A) Motherboard
B) Control panel
C) Keyboard
D) Dashboard
23. Which computer supports concurrent login for thousands of users ?
- A) Mainframe Computer
B) Micro-Computer
C) Cloud Computer
D) Laptop
24. Where to find programs currently running in the desktop environment is displayed ?
- A) Menu bar
B) Task bar
C) Status bar
D) Title bar
25. What is the name of a series of keys placed at the top of the keyboard (F1 to F12) ?
- A) Number Keys
B) Navigation Keys
C) Scroll Key
D) Function Keys
26. Which is the software for preparations of banners, ID cards, brochure and page based professional publications ?
- A) MS Access
B) MS Publisher
C) MS Outlook
D) MS One Note

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27. Which program helps to create an icon in the system ?
A) MS Word
B) MS Paint
C) MS Publisher
D) MS Excel
28. Who developed Internet Explorer ?
A) Microsoft
B) Google
C) IBM
D) Apple
29. Which operating systems are commonly used for mobile phones ?
A) Android and Unix
B) Windows alone
C) Android and Linux
D) Android and Windows
30. What allows you to make changes to the current settings on the computer ?
A) My Computer
B) Help and support
C) Recent places
D) Control panel
31. Where to find the deleted items of the computer ?
A) Documents
B) My Computer
C) Recycle Bin
D) Not seen anywhere
32. Which component provides an organised view of all hardware installed on a system ?
A) Control panel
B) Device manager
C) Default programs
D) Hardware and sound
33. Which software tools are required for various types of productive works like preparations of documents, spreadsheets, playing audio/video etc. ?
A) System software
B) Application software
C) Malware
D) Junkware
34. Which is the software for preparation of documents in MS Office suits ?
A) MS Access
B) MS Word
C) MS Excel
D) MS PowerPoint
35. What is the name of an electronic file that we create using a word program ?
A) Documents
B) Spreadsheet
C) Email
D) Internet

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36. What is called moving around the document ?
A) Editing B) Exploring C) Navigation D) Orientation
37. Where can you find the Undo, Redo commands ?
A) In the ribbon B) Quick access toolbar
C) View button D) Home button
38. Where can you find the document in print layout, full screen reading, web layout, outline or draft view ?
A) View button in menu bar B) Home button
C) View button on the status bar D) Review tab
39. Where is print-preview option available ?
A) Start-menu B) Home tab
C) File tab D) Device and Pointers
40. What is the error admissible for Gross Word (GW) of 400 ?
A) 20 Words B) 5 Words
C) 15 Words D) 10 Words
41. Which is a Formal Letter ?
A) Application B) Invitation
C) Thanks giving letter D) Condolence letter
42. What do you know of P.S. found in some letters ?
A) It is written at the top left of the letter
B) It is written at the right bottom of the letter
C) It means Post Subscription
D) It means Post Script
43. What is the features of Banking Correspondence ?
A) Banks protect their interest at the Client's cost
B) Banks call a client a bad debtor hastily
C) Banks judge a situation from the client's point of view
D) Banking correspondence need not be confidential in nature

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44. It is not a necessary part of a letter
A) Salutation
B) Ref. no. and date
C) Subscription
D) None of these
45. A person on whom the responsibility of the office work is entrusted is called
A) Office Secretary
B) Office Manager
C) Accountant
D) Personal Secretary
46. Planning of office layout is essential to use the _____ most economically.
A) Space
B) Lighting
C) Office flow
D) Office system
47. The open office arrangement suffers from the following disadvantage
A) Lack of Concentration
B) Noise
C) Lack of Secrecy
D) All of these
48. The written record of informations and instructions regarding rules, regulations and policies is known as
A) Office Diary
B) Office Manual
C) Office Forms
D) Office Decorum
49. The process of office planning begins with
A) Forecasting
B) Setting planning
C) Setting objectives
D) None of these
50. Controlling office activities is
A) An important managerial function
B) Not to measure the actual performance
C) Not to evaluate the performance of staff
D) Not to bother cost consciousness
51. Recruitment of manpower for an office is the major duty of which Department ?
A) Personnel Department
B) Accounts Department
C) Finance Department
D) Production Department

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52. The office function which determines future course of action is called
- A) Controlling
 - B) Organizing
 - C) Planning
 - D) None of these
53. All inward mail of small organization may be received through
- A) Post box is compulsory to collect the mail
 - B) The postman or peon or courier
 - C) Special staff deputed for the purpose
 - D) Officer concerned
54. Which machine prints postal stamps ?
- A) Franking
 - B) Fax
 - C) Addressing
 - D) Scanning
55. Which of the following is an important merit of using office machines ?
- A) High cost
 - B) Saving of labour
 - C) Requirement of additional space
 - D) Requirement of special skills for operation
56. Internet works on
- A) Packet switching
 - B) Circuit switching
 - C) Both A) and B)
 - D) None of these
57. 'WAN' stands for
- A) World Area Network
 - B) Wide Area Network
 - C) World Arrow Network
 - D) None of these
58. Incoming mails are recorded in the
- A) Despatch Register
 - B) Visitor's Book
 - C) Diary Register
 - D) All of these
59. 'VPP' stands for
- A) Value Payable Post
 - B) Value Payable Parcel
 - C) Volume Payable Post
 - D) Volume Payable Parcel

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60. How many Pin Zones in India ?
A) 7
B) 6
C) 10
D) 9
61. Which of the following is not the quality of a good secretary ?
A) Good Education
B) General Knowledge
C) Command Over Language
D) None of these
62. The word 'Secretary' is derived from
A) Latin
B) Greek
C) French
D) Roman
63. Which of the following is a component of the file ?
A) Cat eye almirah
B) Pigeon-hole cupboard
C) Stamp pads
D) Flags
64. When the name of the file is 'Delhi', what is the basis of classification ?
A) Alphabetical
B) Subject
C) Geographical
D) Chronological
65. This filing system is generally used for keeping receipts of Newspaper bills, Electricity bills, etc.
A) Guard file
B) Spike file
C) Box file
D) Lever file
66. A union of two vowel sounds occurring consecutively and pronounced simultaneously is known as
A) Diphone
B) Displace
C) Diphthong
D) None of these
67. When the sound of R and L blends with any consonant, it makes a _____ consonant.
A) Double
B) Compound
C) Complicated
D) None of these

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68. A right semi circle is used initially before strokes K, G, M and two forms of R to give the sound of
- A) WL
B) W
C) WHL
D) None of these
69. Prefix-Intro is represented by double length stroke
- A) N
B) T
C) R
D) None of these
70. The method of writing one stroke through another is called
- A) Contraction
B) Termination
C) Intersection
D) None of these
71. When half length 'H' stands alone, which 'H' is written ?
- A) Always downward 'H'
B) Always upward 'H'
C) Either upward or downward 'H'
D) None of these
72. What is indicated when 'MP' is doubled in length ?
- A) The addition of 'Tr'
B) The addition of 'Dr'
C) The addition of 'Er'
D) The addition of 'Ture'
73. An open sound as distinguished from a consonant is called a
- A) Consonant
B) Grammalogue
C) Vowel
D) Phrase
74. All double length down strokes are written
- A) On the line
B) Above the line
C) Through the line
D) Double length down strokes are not written
75. A suffix is a common syllabus occurring at the _____ of the word.
- A) Beginning
B) Middle
C) End
D) Beginning of ING

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76. Can the 'SW' circle be used with stroke 'W' ?
 A) Yes
 B) No
 C) Something
 D) Yes with 'STR' loop
77. The stroke 'SH' when hooked for 'L' is written
 A) Upward
 B) Downward
 C) Through
 D) None of these
78. Which side shun hook is written to t, d and j without initial attachment ?
 A) On the left side B) After C) On the right side D) Before
79. Two short line underneath an outline indicate
 A) Initial Capital
 B) Wrong Word
 C) Full Capital
 D) Full Small Letter
80. Contracted outlines are generally written
 A) Above the line
 B) Through the line
 C) On the line
 D) Anywhere
81. Which year did Sir Issac Pitman invent shorthand ?
 A) 1840
 B) 1842
 C) 1860
 D) 1837
82. What are the vowel places for Triphones ?
 A) First and second place
 B) First, second and third place
 C) First and third place
 D) Second and third place
83. 'OI' diphthong is employed at the beginning of which strokes ?
 A) Stroke L
 B) Stroke M
 C) Stroke K
 D) Stroke R
84. It is used to give Slide Presentation consistent and stylish appearance
 A) Format
 B) Slide
 C) Themes
 D) Clip art

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85. It is an interconnection of various computer systems located at different places
A) Internet
B) Network
C) None of these
D) All of these
86. IPTV stands for
A) Internet Protocol Television
B) Internal Protocol Television
C) International Protocol Television
D) None of these
87. The PIN code system introduced on
A) 1972
B) 1962
C) 1970
D) 1950
88. A Stapler is one of the type of
A) Franking Equipment
B) Mailing Equipment
C) Punching Equipment
D) Communication Equipment
89. One of the service provided by the post office is
A) Locker
B) Post book
C) Post bag
D) Post ledger
90. From which machine one can send a letter instantly ?
A) EPBX
B) Franking machine
C) FAX
D) PABX
91. The prime factors for any shorthand systems are
A) Speed and Fluency
B) Speed and Accuracy
C) Fluency and Accuracy
D) All of these
92. Writing of two or more words without lifting the pen is called
A) Phraseography
B) Contraction
C) Grammalogues
D) Logograms
93. Final syllable 'OUS' immediately preceded by a diphthong, the 'S' is written
A) Circle S
B) Large Circle
C) Stroke S
D) None of these

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94. The compound consonants 'kw' is represented by _____ to k.
A) A large initial hook B) A small initial hook
C) A large final hook D) A small final hook
95. 'M' Stroke is thickened for the addition of
A) T/D B) K/G
C) P/B D) CH/J
96. Halving Principle is used in shorthand for the addition of
A) T/D B) K/G
C) P/B D) CH/J
97. When standing alone, the stroke L is doubled for the addition of _____ only.
A) Thr B) Dr
C) Tr D) Chr
98. In shorthand, suffix 'SHIP' is represented by
A) Joined SH B) Disjoined SH
C) Joined P D) Both A) and B)
99. The stroke 'T' intersected, represent the word
A) Attention B) Attraction
C) Tension D) Party
100. After figures stroke 'N' represents
A) Nine B) Ninety
C) Hundred D) Thousand
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Space for Rough Work



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