

160/24

Question Booklet Sl. No.

Question Booklet Alpha Code

A

A

Total Number of Questions : 100

Time : 90 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

















33. Match the best combinations :
- |                                   |                                |
|-----------------------------------|--------------------------------|
| A. Index cards are used in        | V. Alphabetical Filing System  |
| B. Filing of invoices             | W. Subject Wise Filing System  |
| C. The most popular filing method | X. Numerical Filing System     |
| D. Projects are important         | Y. Chronological Filing System |
|                                   | Z. Geographical Filing System  |
| A) AZ, BY, CW, DX                 | B) DW, CX, AY, BV              |
| C) CV, BX, AZ, DW                 | D) BY, DW, AX, CV              |
34. A printed telephone directory is an example for
- |                       |                     |
|-----------------------|---------------------|
| A) Strip Index        | B) Bound Book Index |
| C) Visible Card Index | D) Page Index       |
35. \_\_\_\_\_ is used as a postal stamping machine.
- |                      |                     |
|----------------------|---------------------|
| A) Frankling Machine | B) Franking Machine |
| C) Mailing Scale     | D) Stampograph      |
36. Which of the following is not included in verbal communication ?
- |                          |  |
|--------------------------|--|
| A) Written communication | B) Visual and audio visual communication |
| C) Silence               | D) Posture                               |
37. What is considered the most important part of a Business letter ?
- |               |                    |
|---------------|--------------------|
| A) Salutation | B) Subject         |
| C) Main body  | D) Insider address |
38. One of the major limitations of the written communication is
- |                   |                  |
|-------------------|------------------|
| A) Wide access    | B) No distortion |
| C) Time consuming | D) Costly        |
39. This is a permanent record of the organization and can be very useful for the future reference
- |                          |
|--------------------------|
| A) Written communication |
| B) Verbal communication  |
| C) Oral communication    |
| D) Teleconferencing      |
40. What is used in an organization when the same information has given in short and simple way to any people ?
- |            |                |
|------------|----------------|
| A) Minutes | B) Notice      |
| C) Fax     | D) Advertising |

41. There are various other ways to communicate among them, our body plays the most important role to make the way about the body communication. This branch of study is known as
- A) Conscious
  - B) Aural
  - C) Gestures
  - D) Kinesics
42. The interaction between members of the same organization is called
- A) Inward communication
  - B) Outward communication
  - C) Internal communication
  - D) External communication
43. This originates from social and personal interaction of the employees and transmission flow in all directions in the organization is known as
- A) Gossip chain
  - B) Grape vine
  - C) Cluster chain
  - D) Rumours
44. Messages that move up and down the authority line are called
- A) Vertical communication
  - B) Horizontal communication
  - C) Lateral communication
  - D) Diagonal communication
45. Translating information into a messages in the form of symbols that represent ideas or concepts is
- A) Decoding
  - B) Encoding
  - C) Feedback
  - D) None of these
46. International Volunteer Day for Economic and Social Development is celebrated on
- A) December 5
  - B) November 16
  - C) December 3
  - D) November 20
47. The channels used for communicating among the persons of the same rank are known as
- A) Upward channels
  - B) Downward channels
  - C) Horizontal channels
  - D) Vertical channels
48. Which one is not included in the kinds of a business letter ?
- A) Letters of Enquiries
  - B) Quotations
  - C) Orders and acceptances
  - D) Invitation
49. After convening a meeting through proper notice the most important prerequisite for the conduct of any meeting is the existence of
- A) Notice
  - B) Agenda
  - C) Quorum
  - D) None of these
50. VPP stands for
- A) Value Payable Period
  - B) Very Profitable Post
  - C) Value Payable Post
  - D) Value Post Payable



60. \_\_\_\_\_ reflects the way you look from outside.  
A) Etiquettes  
B) Time management  
C) Communication and confidence  
D) Physical appearance
61. Which one is Operating System ?  
A) Windows  
B) Excel  
C) Antivirus  
D) Microsoft Edge
62. What is the full form of CPU ?  
A) Control Processing Unit  
B) Central Purpose Unit  
C) Central Processing Unit  
D) Central Processing Union
63. What is the extension of Notepad file ?  
A) .jpeg  
B) .txt  
C) .mp4  
D) .mp3
64. Which one is a storage device ?  
A) Mouse  
B) Keyboard  
C) Monitor  
D) Pen Drive
65. Which one is an Input Devices ?  
A) Monitor  
B) Printer  
C) Scanner  
D) Projector
66. What is the extension of Microsoft Word file ?  
A) .jpeg  
B) .mp3  
C) .docx  
D) .xls
67. Which one is auxiliary memory ?  
A) Cache  
B) Secondary  
C) Primary  
D) RAM
68. Which one is the fastest memory in Computer ?  
A) Cache  
B) Secondary  
C) Primary  
D) RAM
69. Which of the following software is used to documentation ?  
A) Microsoft PowerPoint  
B) Microsoft Excel  
C) Microsoft Access  
D) Microsoft Word
70. Who invented Analytical engine ?  
A) Herman Hollerith  
B) Konrad Zuse  
C) Howard H. Aiken  
D) Charles Babbage
71. Which shortcut key is used to copy and paste a file folder ?  
A) Ctrl + Z and Ctrl + Y  
B) Ctrl + C and Ctrl + V  
C) Ctrl + X and Ctrl + V  
D) Ctrl + C and Ctrl + Z

72. Which shortcut key is used to refresh Windows desktop ?  
 A) F5  
 B) F4  
 C) F3  
 D) F2
73. What is BIOS in Computer ?  
 A) Software  
 B) Firmware  
 C) Hardware  
 D) Middleware
74. What do you mean by BIOS shadow ?  
 A) Copying HD to RAM  
 B) Copying HD to ROM  
 C) Copying ROM to RAM  
 D) Copying RAM to ROM
75. Which combination keys are used to invoke Thesaurus dialog box in Microsoft Word ?  
 A) Shift + F7  
 B) Shift + F8  
 C) Shift + F9  
 D) Shift + F6
76. Which of the following is text styling feature of Microsoft Word ?  
 A) Word Text  
 B) Word Colour  
 C) Word Style  
 D) Word Art
77. Which type of software is Microsoft Word ?  
 A) Operating System  
 B) Application  
 C) System Software  
 D) Programming Language
78. How rows are named in Microsoft Excel ?  
 A) Numerically  
 B) Alphanumerically  
 C) Special Characters  
 D) Alphabetically
79. Which combination key is used to create new Presentation in PowerPoint ?  
 A) Alt + M  
 B) Ctrl + M  
 C) Ctrl + N  
 D) Alt + N
80. How column are named in Microsoft Excel ?  
 A) Numerically  
 B) Alphanumerically  
 C) Special Characters  
 D) Alphabetically
81. Which menu contain Hide Slide ?  
 A) Animation  
 B) Slide Show  
 C) Design  
 D) Transition
82. Which type of software is Microsoft Excel ?  
 A) Operating System  
 B) Application  
 C) System Software  
 D) Programming Language



93. Complete the following sentence by choosing the correct preposition.

I heard an interesting programme \_\_\_\_\_ the radio this morning.

- A) in                                      B) at                                      C) on                                      D) into

94. Complete the sentence by choosing the most suitable option.

If you telephoned him, he \_\_\_\_\_

- A) will come                                      B) would come  
C) would have come                                      D) would have came

95. Pick the correct question tag from the options.

I am a teacher, \_\_\_\_\_ ?

- A) amn't I ?                                      B) am I ?  
C) are I ?                                      D) aren't I ?

96. Select the one-word substitute for the following description.

A person with long experience in a particular field.

- A) veteran                                      B) philanthropist  
C) philologist                                      D) visionary

97. Substitute the antonym of the underlined word in the sentence by choosing the correct option.

The Principal's decision to reveal the confidential information shocked everyone in the room.

- A) hide                                      B) expose                                      C) disclose                                      D) exhibit

98. Choose the correctly spelled word from the options below.

- A) leafs                                      B) beleive                                      C) dissipline                                      D) receive

99. Replace the underlined word in the sentence with a suitable phrasal verb that has the same meaning.

The football match had to be cancelled because of the bad weather.

- A) called on                                      B) called off  
C) called in                                      D) called for

100. Choose the word with the correct prefix that means "not" to complete the sentence.

The weather was so \_\_\_\_\_ that we decided to stay indoors.

- A) unpleasurable                                      B) displeasurable  
C) unpleasent                                      D) unpleasant

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Space for Rough Work