

## **PROVISIONAL ANSWER KEY**

Question 101/2025/OL

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Question1:-Which of the following is NOT an element of organizational climate?

A:-Leadership style

B:-Employee morale

C:-Work environment

D:-Business model

Correct Answer:- Option-D

Question2:-Which of the following is a primary driver of organizational change?

A:-Increasing employee engagement

B:-Changes in the external environment

C:-Job rotation programs

D:-Employee resistance

Correct Answer:- Option-B

Question3:-Which of the following is a manager's responsibility in the "controlling" function of management?

A:-Motivating employees to achieve organizational goals

B:-Setting objectives and goals for the organization

C:-Monitoring and correcting deviations from plans or objectives

D:-Planning the organizational strategy for growth

Correct Answer:- Option-C

Question4:-Which theory was developed to measure and assess the organizational climate?

A:-Maslow's Hierarchy of needs

B:-Herzberg's two-factor theory

C:-Litwin and Stringer's Organizational Climate Questionnaire

D:-McGregor's Theory X and Y

Correct Answer:- Option-C

Question5:-Which of the following is an example of a "bounded rationality" in decision-making?

A:-Making a decision after thoroughly analyzing all alternatives

B:-Making a decision with incomplete information due to time or cognitive limitations

C:-Selecting the best alternative based on a calculated cost-benefit analysis

D:-Choosing an option that maximizes profit for the organization

Correct Answer:- Option-B

Question6:-In a "matrix structure" of organizational structure, employees report to :

A:-One supervisor only

B:-A CEO only

C:-A team leader who coordinates with other teams

D:-A functional manager and a project or product manager

Correct Answer:- Option-D

Question7:-In the Conflict Resolution Process, which of the following is the first step?

A:-Developing a solution to the conflict

B:-Understanding and diagnosing the cause of the conflict

C:-Negotiating a compromise between the parties

D:-Ignoring the conflict and hoping it resolves itself

Correct Answer:- Option-B

Question8:-Which of the following is a key feature of the performance management process of human resources in organizations?

A:-Setting clear performance expectations and goals

B:-Focusing only on financial outcomes

C:-Ignoring feedback from employees

D:-Keeping performance reviews informal and unscheduled

Correct Answer:- Option-A

Question9:-Which of the following is a key element in understanding Behavioral Dynamics within organizations?

A:-Hierarchical structures and power distribution

B:-Employee motivation, leadership styles and communication patterns

C:-The physical work environment

D:-Financial performance and profitability

Correct Answer:- Option-B

Question10:-Which of the following best describes the impact of organizational culture on Behavioral Dynamics within an organization?

A:-Organizational culture has no impact on individual or group behavior

B:-Organizational culture directly influences the norms, values, and behaviors that guide how employees interact with one another

C:-Culture only affects formal rules and policies, not informal behavior

D:-Culture is only relevant to senior leaders and has no effect on employees' day-to-day behavior

Correct Answer:- Option-B

Question11:-Which of the following is a key aspect of 'cost control' in food and beverage operations?

A:-Minimizing waste, portion control and monitoring food inventory

B:-Ensuring menu items are priced higher than competitors

C:-Hiring more staff during peak hours

D:-Increasing the variety of food options on the menu

Correct Answer:- Option-A

Question12:-What is the significance of 'The Contribution Margin' in Food and Beverage Management?

A:-It is used to determine the total revenue generated by the restaurant

B:-It measures the difference between the cost of goods sold and the menu price

C:-It reflects the amount of profit a restaurant makes after covering variable costs

D:-It is used to calculate labor costs as a percentage of revenue

Correct Answer:- Option-C

Question13:-What is the term used for the percentage of Rooms Sold in relation to the total number of available rooms in a hotel?

A:-Average Daily Rate (ADR)

B:-Occupancy rate

C:-Revenue per Available Room (RevPAR)

D:-Gross Operating Profit per Available Room (GOPPAR)

Correct Answer:- Option-B

Question14:-Which of the following best describes Room Inventory Management in Accommodation Operations?

A:-Monitoring guest preferences and feedback

B:-Coordinating staff schedules for guest services

C:-Controlling food and beverage stock

D:-Tracking and managing room availability and reservation systems

Correct Answer:- Option-D

Question15:-What does the term "Carbon Footprint" refer to in hospitality management?

A:-The physical size of the hotel building

B:-The total amount of greenhouse gases emitted by the hotel's operations

C:-The amount of energy used per guest room

D:-The number of trees planted by the hotel

Correct Answer:- Option-B

Question16:-What is the term used for 'the practice of reusing and recycling materials' to minimize waste in a hotel's operations?

A:-Waste diversion

B:-Waste segregation

C:-Waste management

D:-Waste reduction

Correct Answer:- Option-A

Question17:-Which of the following is a potential source of funding for a hospitality entrepreneur?

A:-Venture capital

B:-Bank loans

C:-Personal savings

D:-All of the above

Correct Answer:- Option-D

Question18:-In the context of hospitality entrepreneurship, what is a Unique Selling Proposition (USP)?

A:-A method of market research

B:-The legal structure of the business

C:-A feature that differentiates a business from its competitors

D:-The pricing strategy used by a business

Correct Answer:- Option-C

Question19:-Which of the following is a major requirement under the 'Indian Shops and Establishments Act' for businesses operating in the hospitality sector?

A:-Ensuring that employees are provided with free accommodation

B:-Fixing the working hours and holiday regulations for employees

C:-Guaranteeing payment of gratuity to workers

D:-Ensuring food safety in the establishment

Correct Answer:- Option-B

Question20:-Which of the following is required under the 'Indian Liquor License Act' for hotels that wish to serve alcohol?

A:-A license from the local excise department

B:-A certificate of compliance with fire safety regulations

C:-A food safety certificate

D:-A valid environmental clearance

Correct Answer:- Option-A

Question21:-Which among the following is not a type of market?

A:-Consumer

B:-Business

C:-Non profit

D:-Local

Correct Answer:- Option-D

Question22:-Intangibility, ownership, perishability are the characteristics of \_\_\_\_\_ marketing.

A:-Service

B:-Production

C:-Sales

D:-Online

Correct Answer:- Option-A

Question23:-Which among the following is a tangible dominant?

A:-Consulting

B:-Teaching

C:-Insurance

D:-Cosmetics

Correct Answer:- Option-D

Question24:-Pick the one which is not in the 7 P's of Marketing Mix

A:-Physical evidence

B:-Process

C:-Promotion

D:-Policy

Correct Answer:- Option-D

Question25:-Branding is a component of

A:-Production

B:-Place

C:-Promotion

D:-Price

Correct Answer:- Option-A

Question26:-Guarantees, business cards and signage are found in

A:-Promotion blend

B:-People

C:-Physical evidence

D:-Packaging

Correct Answer:- Option-C

Question27:-Guest relations, quality control and personal selling are the elements of \_\_\_\_\_ marketing.

A:-Eternal

B:-Internal

C:-Global

D:-Online trade

Correct Answer:- Option-B

Question28:-Which among the following is not a segment of marketing?

A:-Defendable

B:-Stable

C:-Viable

D:-Portable

Correct Answer:- Option-D

Question29:-Men, Money and Machine in marketing environment are

A:-External factor

B:-Micro factor

C:-Macro factor

D:-Internal factor

Correct Answer:- Option-D

Question30:-Political, Social and Cultural are the factors of \_\_\_\_\_ environment.

A:-Online

B:-Offline

C:-Macro

D:-Micro

Correct Answer:- Option-C

Question31:-Visitation days is a type of information needed in

A:-Competitive information

B:-Visitor marketing information

C:-New Information

D:-New trends

Correct Answer:- Option-B

Question32:-Competitive information is gathered to analyse

A:-Visitor trends

B:-Purpose of visit

C:-Product mix

D:-Retail shopping

Correct Answer:- Option-C

Question33:-Which among the following is a contact method?

A. Online

B. Personal

C. Mail

D. Survey

A:-A, B, C

B:-A, B, D

C:-A, C, D

D:-B, C, D

Correct Answer:- Option-A

Question34:-They collect data and store in one accessible location

A:-Casual reason

B:-Data warehouse

C:-Internal data

D:-Primary data

Correct Answer:- Option-B

Question35:-Which among the following is the best source to collect descriptive information?

A:-Experimental research

B:-Survey research

C:-Observational research

D:-Planned research

Correct Answer:- Option-B

Question36:-Mystery shoppers are used in

A:-All type of operations

B:-Few type of operations

C:-Rare operations

D:-Not used in any operations

Correct Answer:- Option-A

Question37:-The following are used in guest personal information

A. Phone number

B. Method of payment

C. Address

D. Laundry information

A:-A, B, C

B:-A, C, D

C:-B, C, D

D:-C, D, A

Correct Answer:- Option-A

Question38:-Guest comment card are always found on

A:-Room

B:-Dining room table

C:-Toilets

D:-Laundry bags

Correct Answer:- Option-B

Question39:-Which among the following is competitive information?

A:-Visitor trade

B:-Visitation days

C:-Customer mix

D:-Purpose of visit

Correct Answer:- Option-C

Question40:-Choose the odd one out

A:-Travel agent

B:-Tour operator

C:-Consultants

D:-Public parks

Correct Answer:- Option-D

Question41:-Which of the following Revenue Management output contains the sell rates for rooms and the number of rooms authorized and sold in marketing programs with special rates?

A:-Duration control

B:-Weekly Recap Report

C:-Capacity Management

D:-Discount Allocation

Correct Answer:- Option-B

Question42:-The concept of Yield Management was originated in which of the following industries?

A:-Airlines

B:-Cruiselines

C:-Hotels

D:-Railways

Correct Answer:- Option-A



Question43:-Which of the following Revenue Management strategy involves various methods of controlling and limiting room supply?

A:-Capacity Management

B:-Discount Allocation

C:-Duration Control

D:-Weekly Recap Report

Correct Answer:- Option-A

Question44:-Formula to calculate Overstay Percentage is

A:- $(\text{Total Number of Overstays in a specific duration} \div \text{Total number of Reservations in that specific duration}) \times 100$

B:- $(\text{Total Number of Overstays in a specific duration} \div \text{Total number of check-outs in that specific duration}) \times 100$

C:- $(\text{Total Number of Overstays in a specific duration} \div \text{Total number of Check-ins in that specific duration}) \times 100$

D:- $(\text{Total Number of Overstays in a specific duration} \div \text{Total number of Walk-ins in that specific duration}) \times 100$

Correct Answer:- Option-B

Question45:-Which of the following approach for determining room rate considers operating expenses, room sales and a pre-desired return on investment?

A:-Market condition approach

B:-Rule-of-Thumb Approach

C:-Hubbart Formula Approach

D:-Modern Approach

Correct Answer:- Option-C

Question46:-When we deduct Marginal Cost from Rack Rate, we arrive at

A:-Selling Margin

B:-Contribution Margin

C:-Break Even Margin

D:-Profit Margin

Correct Answer:- Option-B

Question47:-Formula to calculate RevPAR is

A:-Occupancy Percentage + ADR

B:-Occupancy Percentage – ADR

C:-Occupancy Percentage  $\times$  ADR

D:-Occupancy Percentage  $\div$  ADR

Correct Answer:- Option-C

Question48:-Formula to calculate Weighted Average Contribution Margin Ratio (CMRw) is

A:- $(\text{Total Non Room Revenue} + \text{Total Non Room Revenue Center Variable Costs}) \div \text{Total Non Room Revenue}$

B:- $(\text{Total Non Room Revenue} - \text{Total Non Room Revenue Center Variable Costs}) \times \text{Total Non Room Revenue}$

C:- $(\text{Total Non Room Revenue} + \text{Total Non Room Revenue Center Variable Costs}) \times \text{Total Non Room Revenue}$

D:- $(\text{Total Non Room Revenue} - \text{Total Non Room Revenue Center Variable Costs}) \div \text{Total Non Room Revenue}$

Correct Answer:- Option-D

Question49:-A hotel has 400 rooms (all double bedded). The rack rate for Single Occupied room is Rs. 6,000/- and that of Double Occupied Room is Rs. 8,000/-. On a particular day, the Hotel had a House Count of 500 and the number of rooms sold were 320. Discount given to all the Double Occupied rooms were 20% on Rack Rate and 10% discount on Rack Rate were given to all the Single Occupied rooms. Calculate the Multiple Occupancy Percentage on that day.

A:-50.00%

B:-56.25%

C:-60.00%

D:-66.25%

Correct Answer:- Option-B

Question50:-A hotel has 200 rooms (all twin bedded). The rack rate for single occupied room is Rs. 3,000/- and that of double occupied room is Rs. 4,000/-. On a particular day, the hotel had a full house with a house count of 310. 10% Discount was given to all the Single Occupied rooms and 15% Discount was given to all the double occupied rooms. Calculate the RevPAR for that day.

A:-Rs. 3065

B:-Rs. 3075

C:-Rs. 3085

D:-Rs. 3095

Correct Answer:- Option-C

Question51:-Looking for patterns of purchase, behaviour and attitude in data is called :

A:-Data analysis

B:-Data mining

C:-Predictive analytics

D:-Data visualization

Correct Answer:- Option-B

Question52:-The function that links an organisations to its market through the gathering of Information is

A:-Marketing

B:-Relationship Marketing

C:-Marketing Research

D:-Customer Relationship Management

Correct Answer:- Option-C

Question53:-In-connection to the External Source of Secondary data, Syndicate research studies are studies available to any subscriber or buyer. One such important study is popularly called as 'NRS' in short. This study is conducted every three to four years. This study covers a large national sample and measures the readership of newspapers and magazine in great details. It also covers demographics and consumption patterns of household consumer goods. It is a frequently quoted study in advertisements and news reports. It is one of the source used by advertisers to select the media in which to place their advertisement. 'NRS' stands for

A:-Numerical Rating Scale

B:-National Readership Survey

C:-Number Resource Society

D:-National Record of Scotland

Correct Answer:- Option-B

Question54:-Which of the following is NOT the functional Role of Secondary Data Research (Secondary Research Task) in marketing Research

A:-External Market Data (Trends Analysis, Business Intelligence, Competitive Intelligence)

B:-External Customer Task (Current Customers, New Customers, Need Analysis, Customer Knowledge Information)

C:-Internal Support Data (Primary Research Support, Presentation Support, Decision making support)

D:-Defined Target Population (A specific group of people or objects for which questions can be asked or observations made to develop structures and information)

Correct Answer:- Option-D

Question55:-In the marketing Research Process while deciding the Budget and cost estimation, there are three basic parameters which provides an estimate of how much a study is going to cost. Which of the following is not the basic parameters?

A:-Sample Frame

B:-Who will do the field work?

C:-Difficulties in finding sample unit

D:-Sample size

Correct Answer:- Option-A

Question56:-Multivariate analysis is the analysis of the simultaneous relationship among three or more phenomena. While in univariate analysis, the focus is mainly on

A:-Level (average) and distribution (variance) of the phenomenon

B:-Correlation between two variables

C:-Simultaneously study of several phenomena

D:-Regression between dependent and independent variables

Correct Answer:- Option-A

Question57:-The use of some form of panel or focus group is one of the most expensive methods of acquiring primary data and yet, if managed properly, the data produced may be the most useful. Which of the following statement/s is/are true about the above discussions?

- i. The group work by bringing together customers and suppliers etc.
- ii. As the members of the group gain in confidence they are likely to provide much in-depth information about their true feelings for a product/service
- iii. The use of focus group has growth sharply in recent years
- iv. The concept now being used not only by retailers but also by political parties

A:-i, ii, iii and iv

B:-i, ii and iv

C:-i, ii and iii

D:-ii, iii and iv

Correct Answer:- Option-A

Question58:-Multivariate classification method/s is/are based on which of the following judgement/s

- i. Are some of the variables dependent on others?
- ii. If yes, how many variables are dependent?
- iii. Are the data qualitative (nonmetric) or quantitative (metric)

A:-only i

B:-i, ii and iii

C:-ii and iii

D:-only ii

Correct Answer:- Option-B

Question59:-A cross-sectional design study is concerned with a sample of elements from a given population. Thus, it may deal with households, dealers, retail store, or other entities. Data on a number of characteristics from the sample elements are collected and analysed. Cross sectional studies are of following type

- i. Field study
- ii. Surveys
- iii. Casual Design
- iv. Natural experiments

A:-i, ii, iii, iv

B:-i, ii, iii

C:-i, ii

D:-i

Correct Answer:- Option-C

Question60:-If two or more variables are analysed together, it may be necessary to spell out the relationship between the two variables. The concept of dependent and independent variables is useful in spelling out the relationship.

In a consumer research questionnaire, which of the following is/are example/s of dependent variable :

Example i : Satisfaction with the Brands, which may depend on taste (if it is a food brand), and availability

Example ii : The quantity of a product bought, a dependent variable, which depends on family size and household income.

A:-both i and ii

B:-only i

C:-only ii

D:-neither i nor ii

Correct Answer:- Option-A

Question61:-Which of the following best describes the role of *Managerial Economics*?

A:-To provide descriptive history of business systems

B:-To apply economic concepts for decision-making in business management

C:-To replace financial accounting practices

D:-To prepare organizational charts for firms

Correct Answer:- Option-B

Question62:-The *Law of Demand* states that, other things being equal :

A:-Demand increases with rising prices

B:-Demand decreases as prices fall

C:-Demand decreases when prices rise

D:-Demand is unaffected by price changes

Correct Answer:- Option-C

Question63:-In perfect competition, the relationship between Average Revenue (AR) and Marginal Revenue (MR) is

A:- $AR > MR$  always

B:- $AR < MR$  always

C:- $AR = MR$

D:-AR fluctuates while MR remains fixed

Correct Answer:- Option-C

Question64:-The point at which Total Product (TP) is maximum and Marginal Product (MP) becomes zero, indicates :

A:-Beginning of Stage I of production

B:-End of Stage II of production

C:-End of Stage I of production

D:-Stage III of production

Correct Answer:- Option-C

Question65:-Which cost concept is most relevant for shut-down decisions of a firm in the short run?

A:-Variable cost

B:-Fixed cost

C:-Total cost

D:-Sunk cost

Correct Answer:- Option-A

Question66:-The Delphi method of demand forecasting relies on :

A:-Econometric modeling using secondary data

B:-Repeated surveys of expert opinions until consensus is reached

C:-Time-series statistical techniques only

D:-Government price indices

Correct Answer:- Option-B

Question67:-In price discrimination (third-degree), the firm :

A:-Charges each consumer their maximum willingness to pay

B:-Charges different prices to different groups based on elasticity

C:-Offers one single uniform price to all customers

D:-Ignores differences in consumer demand

Correct Answer:- Option-B

Question68:-At the break-even point :

A:-Total revenue = Total cost

B:-Marginal revenue = Marginal cost

C:-Average revenue = Average cost

D:-Variable cost = Fixed cost

Correct Answer:- Option-A

Question69:-The *kinked demand curve* theory of oligopoly suggests :

A:-Prices are rigid due to firms matching price decreases but not price increases

B:-Prices change frequently due to high competition

C:-Firms always follow cost-plus pricing

D:-Consumers control pricing fully

Correct Answer:- Option-A

Question70:-When economies of scale are exhausted and diseconomies begin, the Long-Run Average Cost (LAC) curve :

A:-Slopes downward continuously

- B:-Slopes upward continuously
- C:-Becomes U-shaped with a rising portion
- D:-Remains a straight horizontal line

Correct Answer:- Option-C

Question71:-Which of the following is a defining feature of a *learning organization*?

- A:-Strict adherence to standard operating procedures
- B:-Exclusive focus on cost-cutting initiatives
- C:-Continuous improvement through shared knowledge and collaboration
- D:-Dependence on external consultants for all innovations

Correct Answer:- Option-C

Question72:-The first step in HR planning generally involves :

- A:-Performance appraisal of existing employees
- B:-Forecasting demand and supply of human resources
- C:-Conducting training needs assessment
- D:-Designing wage and salary structures

Correct Answer:- Option-B

Question73:-Job evaluation is primarily used to

- A:-Compare individuals based on performance
- B:-Determine the relative worth of jobs within an organization
- C:-Identify training requirements
- D:-Evaluate succession planning systems

Correct Answer:- Option-B

Question74:-Which of the following is considered a *core action area* of HRP in modern organizations?

- A:-Minimizing employee development programs
- B:-Workforce succession planning and talent pipeline management
- C:-Restricting job rotation
- D:-Ignoring demographic workforce trends

Correct Answer:- Option-A

Question75:-A key challenge organizations face in HR planning is :

- A:-Perfect alignment of manpower demand and supply at all times
- B:-Difficulty in predicting long-term labor market trends
- C:-Guaranteed stability of employee turnover
- D:-Availability of surplus talent in all sectors

Correct Answer:- Option-B

Question76:-Which indicator best measures HR planning effectiveness in

addressing skill gaps?

A:-Ratio of internal promotions to external hires

B:-Average employee age

C:-Total payroll expenditure

D:-Number of grievance cases settled

Correct Answer:- Option-A

Question77:-Under Section 135 of the Indian Companies Act, CSR is mandatory for companies meeting certain criteria. Which of the following is *NOT* a valid CSR activity?

A:-Promoting education and vocational skills

B:-Contribution to Prime Minister's National Relief Fund

C:-Activities exclusively benefitting employees of the company

D:-Ensuring environmental sustainability initiatives

Correct Answer:- Option-C

Question78:-Competency mapping is best defined as :

A:-Preparing job descriptions only

B:-Identifying knowledge, skills and attributes required to perform a role effectively

C:-Comparing salary structures with market benchmarks

D:-Developing employee grievance systems

Correct Answer:- Option-B

Question79:-Which of the following is a distinct advantage of assessment centres in HRD?

A:-They provide multi-dimensional evaluation through simulations and role plays

B:-They rely solely on written examinations

C:-They focus only on technical competencies

D:-They completely eliminate subjectivity in evaluation

Correct Answer:- Option-A

Question80:-According to T.V. Rao (father of HRD in India), HRD is mainly concerned with :

A:-Short-term cost reduction

B:-Outsourcing HR activities

C:-Developing competencies, motivation and culture for effective performance

D:-Monitoring compliance with labor laws only

Correct Answer:- Option-C

Question81:-Which of the following is *NOT* a function of sales management?

A:-Planning



B:-Organizing

C:-Manufacturing

D:-Controlling

Correct Answer:- Option-C

Question82:-Which of the following correctly orders the stages of the AIDA selling model?

A:-Attention, Interest, Desire, Action, Satisfaction

B:-Awareness, Interest, Decision, Action, Satisfaction

C:-Attention, Information, Desire, Action, Support

D:-Awareness, Interest, Demand, Action, Satisfaction

Correct Answer:- Option-A

Question83:-What is the primary purpose of control in sales management?

A:-To increase sales volume only

B:-To ensure adherence to the predetermined sales plan and set of goals

C:-To reduce the size of the sales force

D:-To create new sales territories

Correct Answer:- Option-B

Question84:-Which of these activities are part of handling objections in the selling process?

- i. Listening carefully to the customer's concerns.
- ii. Trying to dismiss customer concerns without discussion.
- iii. Providing clarifications and additional information based on customer objections.
- iv. Moving to closing without addressing concerns.

A:-i and iii only

B:-ii and iv only

C:-i, ii and iii

D:-All of the above

Correct Answer:- Option-A

Question85:-Which of the following are key reasons why control of a sales force is important?

- i. Helps ensure that sales activities are aligned with organizational goals.
- ii. Enables timely identification and correction of deviations from plans.
- iii. Helps in evaluating salespeople's performance.
- iv. Reduces competition among sales people.

A:-i, ii and iii

B:-i, ii and iv

C:-ii, iii and iv

D:-i, iii and iv

Correct Answer:- Option-A

Question86:-In sales planning, which of the following is LEAST consistent with the principle of a long-term sustainability?

A:-Coordinating sales targets with production and logistics capabilities

B:-Establishing realistic, research-based sales quotas

C:-Prioritizing aggressive short-term sales even if it damages customer trust

D:-Aligning sales plans with overall corporate strategy

Correct Answer:- Option-C

Question87:-Which of the following are recognized methods of controlling a sales force?

i. Sales volume analysis.

ii. Expense control and budget monitoring.

iii. Activity and call reports.

iv. Employee canteen satisfaction surveys.

A:-i, iii and iv

B:-i, ii and iv

C:-ii, iii and iv

D:-i, ii and iii

Correct Answer:- Option-D

Question88:-Which of the following shows the correct sequence of steps in the personal selling process?

A:-Presentation → Prospecting → Closing → Handling objections → Follows - up

B:-Prospecting → Presentation → Handling objections → Closing → Follow-up

C:-Prospecting → Handling objections → Presentation → Follow-up → Closing

D:-Presentation → Handling objections → Prospecting → Closing → Follow-up

Correct Answer:- Option-B

Question89:-Which of the following is NOT part of the sales planning process according to the text?

A:-Estimating the demand for products and services

B:-Meeting the consumer's demand by the firm

C:-Randomly assigning sales territories without analysis

D:-Fixing item-wise, product-wise and territory-wise sales targets

Correct Answer:- Option-C

Question90:-A well-planned sales effort results in :

i. Improved customer coverage

ii. Reduced selling costs

iii. Increased job dissatisfaction

iv. Better forecasting accuracy.

A:-i, ii and iv

B:-i, ii and iii

C:-ii, iii and iv

D:-i, iii and iv

Correct Answer:- Option-A

Question91:-Which of the following best explains the principle of "Equal Pay of Equal Work" in India?

A:-Men and women performing the same or substantially similar work must receive the same remuneration

B:-Employers can pay differently based on gender if they justify it

C:-Equal pay applies only to men and women in the same department

D:-Wage disparity based on nationality is acceptable under the law

Correct Answer:- Option-A

Question92:-Under the Child Labour (Prohibition and Regulation) Act, 1986 (as amended), which of the following is CORRECT?

A:-The Act permits double employment of a child in multiple establishments in the same day with consent

B:-Adolescents aged 14 to 18 years are allowed to work in any occupation or process without restrictions

C:-Employment of children in hazardous occupations is completely banned irrespective of age

D:-Children below 14 years are prohibited from employment in all occupations and processes except assisting in family enterprises outside school hours/vacations

Correct Answer:- Option-D

Question93:-Under Article 19 of the Indian Constitution, which of the following rights are guaranteed?

- a. Freedom of speech and expression.
- b. Freedom to assemble peacefully and without arms.
- c. Freedom to form associations or unions or cooperative societies.
- d. Freedom to move freely throughout the territory of India.
- e. Freedom to reside and settle in any part of India.
- f. Freedom to practice only certain profession

A:-a, b, c, d, e and f

B:-e and f only

C:-a, b, c, d, e only

D:-None of the above

Correct Answer:- Option-C

Question94:-Equality before law applies to :

A:-Only citizens

B:-Only government servants

C:-All persons (citizens and non-citizens)

D:-Only voters

Correct Answer:- Option-C

Question95:-According to Section 4 of the Maternity Benefit Act, 1961, for how long is it unlawful to employ a woman in any establishment immediately after delivery, miscarriage or medical termination of pregnancy?

A:-Four weeks

B:-Six weeks

C:-Eight weeks

D:-Ten weeks

Correct Answer:- Option-B

Question96:-Ravi and Ananya were employed in Sunrise Pvt. Ltd. as data analysts, performing the same work. Ravi was paid more than Ananya. The employer reduced Ravi's salary to comply with Equal Remuneration Act. Which of the following step(s) is NOT appropriate?

A:-Reduce salary of Ravi

B:-Increase salary of Ananya

C:-Hire only Ravi or only Ananya

D:-All of the above

Correct Answer:- Option-D

Question97:-A piece-rate worker is paid strictly by output. On slow days, earnings fall below the notified minimum. Which is correct?

A:-It is lawful because the rate is output-based

B:-The employer must ensure at least the minimum wage for the relevant category/period

C:-It is lawful if the worker signed consent

D:-It is lawful if overtime is not claimed

Correct Answer:- Option-B

Question98:-An employee dies after 3 years of service. What is correct regarding gratuity?

A:-Gratuity is payable to nominee/legal heirs despite not completing five years

B:-Not payable because the five-year condition is unmet

C:-Payable only if death occurred at workplace

D:-Payable only if employer had opted for insurance

Correct Answer:- Option-A

Question99:-A start-up crosses 20 employees for one month and later drops to 15. What is correct regarding EPF coverage?

A:-EPF ceases because current strength is below 20

B:-EPF continues once applicable, even if numbers later fall below the threshold

C:-EPF applies only in months when headcount  $\geq 20$

D:-EPF never applied because employment was temporary

Correct Answer:- Option-B

Question100:-A women on an 8-month fixed-term contract has worked 120 days in the 12 months before her expected delivery. What is most accurate?

A:-Not eligible because the contract ends before delivery

B:-Eligible for maternity benefits if statutory service-day condition is met

C:-Eligible only for unpaid leave

D:-Eligible only if she has completed five years of service

Correct Answer:- Option-B