

MODEL QUESTION PAPER_HSE II
BUSINESS STUDIES

Time: 2 1/2 Hours
Maximum Score: 80

Answer any 8 questions from 1 to 10. Each carries 1 score.

8x1=8

1. The shifting of an employee from one job to another without change in responsibility and status is called.....
a) Transfer b) Promotion c) Retention d) Attraction
2. Which is called as a "Silent Salesman in Market" ?
a) Trademark b) Grading c) Packaging d) Branding
3. "Management should find the best way to perform a task". Which technique of management is referred here?
a) Time study b) Motion study c) Method study d) Fatigue study
4. "Deciding in advance what to do and how to do" is?
a) Directing b) Planning c) Organising d) Staffing
5. is a negative process in staffing?
a) Recruitment b) Selection c) Interview d) Orientation
6. Granting of authority to subordinate to operate within the prescribed limit is called?
a) Delegation b) Co ordination d) Directing e) Staffing
7. The first step in controlling process is ?
a) Setting performance standards b) Corrective action c) Analysing deviation
d) Measuring actual performance
8. The Consumer Protection Act came into existence in which year?
a) 1982 b) 1955 c) 1986 d) 1930
9. Which of the following is an example of convenience goods?
a) News paper b) Jewellery c) Television d) All of these
10. is the apex authority to seek redressal for a consumer in India under The Consumer Protection Act.
a) National Commission b) State Commission c) District forum d) Supreme Court

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