



$$A = \frac{m}{(m^2 + c)^2}$$



NIOS PYQ's SOLUTIONS

$$\sqrt{a} = bc^2$$

$$\sqrt{h-x^2}$$

PREVIOUS YEARS' QUESTIONS & ANSWERS



APRIL-2024

Your Path to Success

1. What does T stand for in PSMART goals?

- (A) Tough
- (B) Temporary
- (C) Time-bound
- (D) Tight

Ans - (C) Time-bound

Or

Which of the following is not a component of decision-making triangle?

- (A) Behaviour
- (B) Value
- (C) Attitude
- (D) Creativity

Ans - (D) Creativity

2. Complete the following: Employees Provident Fund and Miscellaneous Provisions Act, ____

- (A) 1956
- (B) 1926
- (C) 1952
- (D) 1948

Ans - (C) 1952

Or

Which act specifies the time period within which wages must be paid to the employees?

- (A) The Minimum Wages Act, 1948
- (B) The Payment of Wages Act, 1936



(C) The Workmen's Compensation Act, 1923

(D) The Payment of Bonus Act, 1965

Ans - (B) The Payment of Wages Act, 1936

3. Ridhima is working with an IT company. Though she is eligible for promotion in the company, she is overlooked because of her gender. Under which law can she file a case against the company?

(A) The Workmen's Compensation Act, 1923

(B) The Industrial Disputes Act, 1947

(C) The Factories Act, 1948

(D) The Equal Remuneration Act, 1976

Ans - (D) The Equal Remuneration Act, 1976

4. Learning through experiences by feeling them and getting personally involved in the situations before them is

(A) concrete experience

(B) reflective observation

(C) abstract conceptualization

(D) active experimentation

Ans - (A) concrete experience

5. The smiling face of a child upon seeing her/his favourite toy may indicate happiness, which is an example of

(A) posture

(B) touch

(C) gesture

(D) facial expressions

Ans - (D) facial expressions



Or

A pat on the child's shoulder by parents as recognition of the child's achievement is an example of

- (A) eye contact
- (B) posture
- (C) touch
- (D) gesture

Ans - (C) touch

6. Which of the following is an undesirable aspect in the process of communication?

- (A) Clear message
- (B) Noise
- (C) Sender
- (D) Receiver

Ans - (B) Noise

7. To mark the end of a sentence, one can use

- (A) full stop
- (B) comma
- (C) semi-colon
- (D) quotation mark

Ans - (A) full stop

Or

Who is a leader?

- (A) Who orders
- (B) Who leads



- (C) Who manages
- (D) Who supervises

Ans - (B) Who leads

8. Which of the following is an example of simple future tense?

- (A) I read NIOS study material yesterday.
- (B) I read NIOS study material everyday.
- (C) I will read NIOS study material tomorrow.
- (D) I have read NIOS study material.

Ans - (C) I will read NIOS study material tomorrow.

Or

Which of the following is not a positive adjective?

- (A) Adaptable
- (B) Diligent
- (C) Persistent
- (D) Aggressive

Ans - (D) Aggressive

9. URL stands for

- (A) Uniform Resource Locator
- (B) Uniform Resource Location
- (C) Uniform Research Locator
- (D) Union Resource Locator

Ans - (A) Uniform Resource Locator



10. The mode in which the business sells directly to the end consumer is called

- (A) B2B
- (B) B2C
- (C) C2B
- (D) C2C

Ans - (B) B2C

Or

A software that automatically displays or downloads going digital advertising material such as banners or pop-ups when a user is online is called

- (A) scareware
- (B) adware
- (C) spyware
- (D) ransomware

Ans - (B) adware

11. What is ERP?

- (A) Enterprise Resource Planning
- (B) Enterprise Resource Profit
- (C) Employees Resource Planning
- (D) Employer Resource Planning

Ans - (A) Enterprise Resource Planning

12. To steal and pass off the ideas or words of another as one's own or to use another's production without crediting the source or to commit literary theft is called

- (A) plagiarism
- (B) phishing



(C) identity theft

(D) cyber stalking

Ans - (A) plagiarism

Or

When did the Information Technology Act come into being?

(A) 1995

(B) 1999

(C) 2000

(D) 2005

Ans - (C) 2000

13. Which of the following is a component of entrepreneurship ecosystem?

(A) Finance

(B) Business support

(C) Policy

(D) All of the above

Ans - (D) All of the above

Or

Which of the following groups best describes EE components?

(A) Life cycle and Growth

(B) Government and Constitution

(C) Business Environment and Finance

(D) Structure and Calculations

Ans - (C) Business Environment and Finance



14. CSR stands for

- (A) Corporate Social Reliability
- (B) Corporate Social Responsibility
- (C) Corporate Steering Response
- (D) Company Social Response

Ans - (B) Corporate Social Responsibility

15. The point of no profit-no loss is called

- (A) break-off point
- (B) break-through point
- (C) break-even point
- (D) break-sale point

Ans - (C) break-even point

16. What does GST stand for?

- (A) Goods and Services Tax
- (B) Goods and Security Tax
- (C) Goods and Stamp Tax
- (D) None of the above

Ans - (A) Goods and Services Tax

17. Fill in the blanks (any two):

- (a) The cycle of learning by David Kolb consists of _____ learning modes.
- (b) S goal is _____ a goal that clearly states what one plans to do.
- (c) The Payment of Wages Act states that any organization which has over _____ or more employees is supposed to pay gratuity to workers who have worked for 12 months or more.
- (d) An organization with _____ employees has to pay bonus.



Ans -

- (a) four
- (b) specific
- (c) 10
- (d) 20

18. Write True for correct statement and False for incorrect statement (Answer any two):

- (a) Miscommunication causes confusion.
- (b) Listening leads to learning. It implies the message received.
- (c) To ensure proper and effective communication, the 7 Cs of communication can be ignored.
- (d) Effective communication is when the message conveyed by the sender is understood by the receiver in exactly the same way as it was intended.

Ans -

- (a) **True**
- (b) **True**
- (c) **False**
- (d) **True**

19. Complete the given sentences by filling the correct form of verb (any two):

- (a) Prem has _____ (work) in the restaurant industry for ten years.
- (b) His career _____ (be) quite successful.
- (c) Ram is _____ (go) to visit his friend.
- (d) He has been _____ (stay) in India since last 10 years.

Ans –

- (a) Prem has **worked** in the restaurant industry for ten years.
- (b) His career **has been** quite successful.



(c) Ram is **going** to visit his friend.

(d) He has been **staying** in India since last 10 years.

20. Match Column-I with the right option of Column-II:

Column-I	Column-II
(a) Skimming	(i) To read for a particular word or phrase
(b) Scanning	(ii) To read the whole text or a large part of the text, so as to understand the general meaning

Ans -

- (a) Skimming (ii) To read the whole text or a large part of the text, so as to understand the general meaning
- (b) Scanning (i) To read for a particular word or phrase

21. Complete the following (any two):

- (a) A set of related web pages located under a single domain name is called a _____
- (b) The speed with which data is exchanged is called as the _____
- (c) An electronic communication network that connects computer networks and organizational computer facilities around the world is known as _____
- (d) The pages or websites can be opened by writing their address in the address bar of the browser. This address is called _____

Ans -

- (a) websites
- (b) Bandwidth
- (c) Internet



(d) URL (Uniform Resource Locator)

22. Write True for correct statement and False for incorrect statement:

(a) A digital identity is an electronic representation of who you claim to be and who you are.

(b) In B2B commerce, the business sells directly to the end customer or consumer who consumes such goods or services.

Ans -

(a) **True**

(b) **False**

23. Fill in the blanks (any two):

(a) A _____ is another malware which spreads from one computer to another over the network but does not delete any file.

(b) A _____ is a person who uses computers to gain unauthorized access to data.

(c) _____ software is a program or set of programs that are designed to prevent, search for, detect and remove software viruses.

(d) Damaging or destroying data rather than stealing or misusing them is called _____

Ans -

(a) Worm

(b) Hacker

(c) Anti-virus

(d) Cyber Vandalism



24. Match Column—I with the right option of Column—II :

Column-I	Column-II
(a) An application which forces one to pay a ransom or money to get rid of it	(i) Ransomware
(b) It is disguised as a legitimate application such as a game being offered free of cost	(ii) Trojan Horse

Ans -

- (a) An application which forces one to pay a ransom or money to get rid of it - (i) Ransomware
- (b) It is disguised as a legitimate application such as a game being offered free of cost - (ii) Trojan Horse

25. Write True for correct statement and False for incorrect statement:

- (a) Entrepreneurship ecosystem is healthy if takes care of maintaining its own unique environment.
- (b) Business incubation is a 'stagnant process of business development'.

Ans -

- (a) **True**
- (b) **False**

26. State whether the following cases are of direct tax or indirect tax:

- (a) Income tax
- (b) Property tax

Ans -

- (a) Income tax — Direct Tax
- (b) Property tax — Direct Tax

27. Fill in the blanks (any two):

- (a) _____ is a concept using which entrepreneurs produce goods and services needed by the customers and can earn profits by selling these in market.

- (b) _____ of an organization is the big picture of what the company wants to achieve.
- (c) _____ describes what a company wants to do now. It focuses on the present.
- (d) _____ are fundamental beliefs of an organization. These guide the behaviour of the people and help them to differentiate between right and wrong.

Ans -

- (a) Business idea
- (b) Vision
- (c) Mission
- (d) Core values

28. Write True for correct statement and False for incorrect statement:

- (a) GST is not based on the destination of consumption at the time of the sale of goods and services to the final consumer and not at various points.
- (b) With the introduction of GST, all the indirect taxes such as VAT, CST, service tax, excise tax, etc., are replaced by only one tax, i.e., GST.

Ans -

- (a) **False**
- (b) **True**

29. Whom does the Factories Act, 1948 protect? What is the applicability criterion of this act?

Ans - The Factories Act, 1948 protects the health, safety, welfare, and working hours of workers in factories. It prohibits child labour and ensures additional pay for overtime. The applicability criterion is that this law applies to all factories where 10 or more workers are working with the aid of power, or 20 or more workers are working without the aid of power.

30. What are the PSMART objectives?

Ans - PSMART is a scientific method for goal setting. Its components are:

- P - Performance based



- S - Specific
- M - Measurable
- A - Achievable
- R - Relevant
- T - Time-bound

Or

What is the difference between concrete experience and reflective observation?

Ans - Difference Between Concrete Experience And Reflective Observation :

Basis	Concrete Experience	Reflective Observation
Meaning	Learning by feeling experiences and getting personally involved in them.	Learning by observing situations (investigating) and thinking critically about them.
Process	This is a process of 'feeling'.	This is a process of 'thinking' or 'reflecting'.
Approach	The individual actively participates in this.	The individual pauses to analyze things.

31. What do you understand by miscommunication? Give any two reasons for miscommunication.

Ans - Miscommunication is a situation where the message sent by the sender is not understood by the receiver in the same sense in which it was intended. This leads to confusion and a lack of clarity. **Two reasons for miscommunication:**

1. The sender is unable to express their thoughts clearly.
2. The listener has poor listening skills.

32. Why should you include a cover letter with your CV? Does it serve any purpose?

Ans - Yes, it is necessary to include a cover letter with a CV. The cover letter introduces the person to the recruiter and creates a first positive impression. It lets the employer know which position you are applying for, why you are interested in that job, and why you are a suitable candidate for that post. This increases the chances of your CV being read and being called for an interview.



33. What is an anti-virus? Give example.

Ans - An antivirus is software that detects and removes viruses and other harmful programs (malware) present in a computer, or works to keep the computer safe from them. It helps in maintaining the security of the computer. Example: Quick Heal, Norton Antivirus, Avast Antivirus, McAfee, etc.

34. "Cloud computing means that clouds have computers." Do you believe that the given statement is correct? If no, explain the meaning of cloud computing in brief.

Ans - The statement "Cloud computing means that clouds have computers" is incorrect. Cloud computing is a technology through which data, software, and computing services are used and stored with the help of the internet. It allows users to access their files and services from anywhere and at any time via the internet.

35. What is an entrepreneurship ecosystem?

Ans - An entrepreneurship ecosystem is a collection of all the individuals, institutions, resources, and policies that support the establishment, growth, and success of new ventures. It includes the government, financial institutions, educational institutions, investors, mentors, and business incubators, etc. A healthy entrepreneurship ecosystem provides necessary guidance, resources, and opportunities to entrepreneurs.

Or

What is business incubation?

Ans - Business incubation is a process through which training, guidance, workspace, technical assistance, financial advice, and other necessary facilities are provided to make new enterprises (start-ups) successful. It has three main stages:

1. Pre-incubation
2. Incubation
3. Post-incubation

36. Enumerate the differences between recruitment and selection.

Ans - Difference between Recruitment and Selection :

Recruitment	Selection
The purpose of recruitment is to attract the maximum number of eligible candidates to apply for a job.	The purpose of selection is to choose the most suitable candidate for the job.



It is a positive process because it encourages more candidates to apply.	It is a negative process because unsuitable candidates are eliminated.
Recruitment is carried out before the selection process.	Selection is carried out after the recruitment process.

Or

Distinguish between training and development.

Ans - Distinguish between training and development :

Training	Development
The objective of training is to provide the skills and knowledge necessary for the current job.	The objective of development is to develop future responsibilities and leadership capabilities.
It is a short-term process.	It is a long-term process.
Its focus is the current job.	Its focus is the overall development for the future.

37. Mention any two commodities which are kept outside the purview of GST.

Ans - Two commodities kept outside the purview of GST are:

1. Petroleum products (such as petrol and diesel).
2. Alcoholic liquor for human consumption.

38. "Time management has become crucial in personal and professional lives." Do you agree with the given statement? If yes, then support your answer by explaining Covey's 4 quadrants model for time management.

Ans - Yes, I agree with this statement. Time management is extremely essential for success in both personal and professional life. It helps in completing tasks on time, reduces stress, increases productivity, and helps an individual achieve their goals easily.



Covey's 4 Quadrants Model:

1. **Quadrant-I (Important and Urgent):** Tasks that must be done immediately, such as exam preparation or emergency work.
2. **Quadrant-II (Important but Not Urgent):** Planning, skill development, exercise, study, etc. Furthermore, most time should be spent here for success.
3. **Quadrant-III (Urgent but Not Important):** Unnecessary phone calls, unplanned meetings, etc.
4. **Quadrant-IV (Neither Important nor Urgent):** Time-wasting activities, such as aimlessly watching social media or TV.

39. "Successful communication requires listening and not just hearing." In the light of this statement, highlight the major differences between listening and hearing.

Ans – The major differences between hearing and listening are as follows:

Basis	Hearing	Listening
Meaning	It is merely the process of perceiving sound.	It is the process of understanding the message and grasping its meaning.
Concentration	Concentration is not required.	Full attention and concentration are required.
Process	It is a passive process.	It is an active process.
Outcome	Only sound is audible.	The correct meaning of the message is understood and an appropriate response is given.

Or

"Communication is not only about what you say but also how you say it." Explain the concept of verbal and non-verbal communication in the light of the given statement.

Ans - Communication is not limited to words alone; the style of speaking, vocal modulation, gestures, and body language also make communication effective.

- Concept of Verbal Communication: This mainly includes spoken words and language. However, just having the right words is not enough; the tone and rhythm in which they are said can completely change the



meaning of the message. For example, saying the same sentence with enthusiasm versus sarcasm creates different impacts on the receiver.

- Concept of Non-Verbal Communication: This means conveying messages without words. It includes body language, facial expressions, gestures, eye contact, and physical distance. According to Albert Mehrabian's model, in personal communication, body language accounts for 55% of the impact, voice/tone for 38%, and words for only 7%.

40. "A business organization is a complex structure which requires automation beyond a particular scale of operations." In the light of given statement explain the concept of ERP and give one example of any ERP software package.

Ans - The concept of ERP and an example of a software package are as follows:

- ERP (Enterprise Resource Planning): It is a software system that efficiently manages operations by integrating various departments of an organization such as accounting, purchasing, sales, production, human resources, etc.- into a single system. This speeds up information exchange, saves time and costs, and increases efficiency.
- Examples: SAP ERP, Oracle ERP, Microsoft Dynamics 365, etc..

41. With a rise in internet and social media, cyber security has become a major concern across the globe. You are required to mention at least five safety tips for cyber security.

Ans - With the rise of the internet and social media, cyber security has become a major global concern. Therefore, it is essential to follow cyber security rules to protect personal information and digital devices. **Five Safety Tips :**

1. Use strong and unique passwords.
2. Do not share passwords and OTPs with anyone.
3. Use anti-virus software and keep it updated.
4. Do not click on suspicious emails, links, or attachments.
5. Keep software and operating systems updated periodically.

42. Your brother Sukesh is looking for employment as an IT professional and has been applying for jobs in organizations by sending his CV. However, almost all the HR Managers rejected his CV despite of his qualifications and experience. Sukesh wants to improve his CV. Help him by sharing the do's and don'ts of drafting a good curriculum vitae.



Ans - A CV is a candidate's first introduction. If it is clear, organized, and impressive, the chances of getting a job increase.

Do's for a Good CV:

- Keep the CV clear, concise, and organized.
- Include accurate personal information, educational qualifications, work experience, and skills.
- Include skills and achievements relevant to the job being applied for.
- Use a simple and professional format.
- Check for spelling and grammatical errors before sending.

Don'ts for a Good CV:

- Do not fill it with unnecessary information.
- Do not provide false information.
- Do not make the CV too long.

Or

Satyam is your friend who has recently completed his graduation. Satyam wants to apply for the job of an accountant in an organization. Help Satyam in drafting a resume for this job stating the necessary details as may be expected from a fresher.

Ans -



Resume

Resume

Satyam Kumar

Address: 123, Adarsh Nagar, New Delhi - 1100XX

Mobile: +91 98765 43210

Career Objective : A dedicated and hardworking B.Com graduate, eager to start my career as a Junior Accountant in the field of accounting. I want to use my educational qualifications, knowledge of Tally, and a keen desire to learn to make an accurate and efficient contribution to your organization's financial processes

Educational Qualifications :

Examination / Degree	Board / University	Year of Passing	CGPA
B.Com	University of Delhi	2023	68%
12th (Commerce)	CBSE	2020	75%
10वीं	CBSE	2018	8.2 CGPA

Technical Skills :

Accounting Software : Good knowledge of Tally.ERP 9 and Tally Prime (certified course).

Computer Proficiency : Proficient in MS Office (Excel, Word, PowerPoint).

Internet : Basic work on email management, online banking, and GST portal.

Languages Known : Hindi, English

Declaration : I hereby declare that all the information provided above is true and correct to the best of my knowledge and belief.



43. Now-a-days cost-advantage has become a decisive point in determining success of a business. Therefore, not everything is done in-house by the organizations and various products are procured from outside if they are available at a cheaper cost and various services are also outsourced. Explain the meaning, advantages and disadvantages (two points each) of in-house production and outsourcing.

Ans - In today's competitive business environment, reducing costs and increasing efficiency have become essential. For this reason, organizations perform some tasks themselves and have other tasks done by external entities. These are known as In-house Production and Outsourcing, respectively.

In-house Production: When an organization produces a product or service using its own resources, employees, and machinery, it is called In-house Production. Its advantages and disadvantages are as follows:

Advantages:

1. There is complete control over the quality of the product.
2. Confidential information and technology remain secure.

Disadvantages:

1. The cost of production is higher.
2. It requires more resources, employees, and time.

Outsourcing: When an organization gets a task or service performed by an external individual or company, it is called Outsourcing. Its advantages and disadvantages are as follows:

Advantages:

1. It leads to a reduction in costs.
2. Access to expert services saves time and increases work efficiency.

Disadvantages:

1. There may be less control over the quality of work.
2. There is a risk of confidential information being leaked.

Or



"Successful entrepreneurs not only put in their skills and hard work into their ventures, but also achieve success by establishing and balancing their enterprises within the entrepreneurial ecosystem." If you agree with the given statement, explain the meaning of entrepreneurial ecosystem and its components.

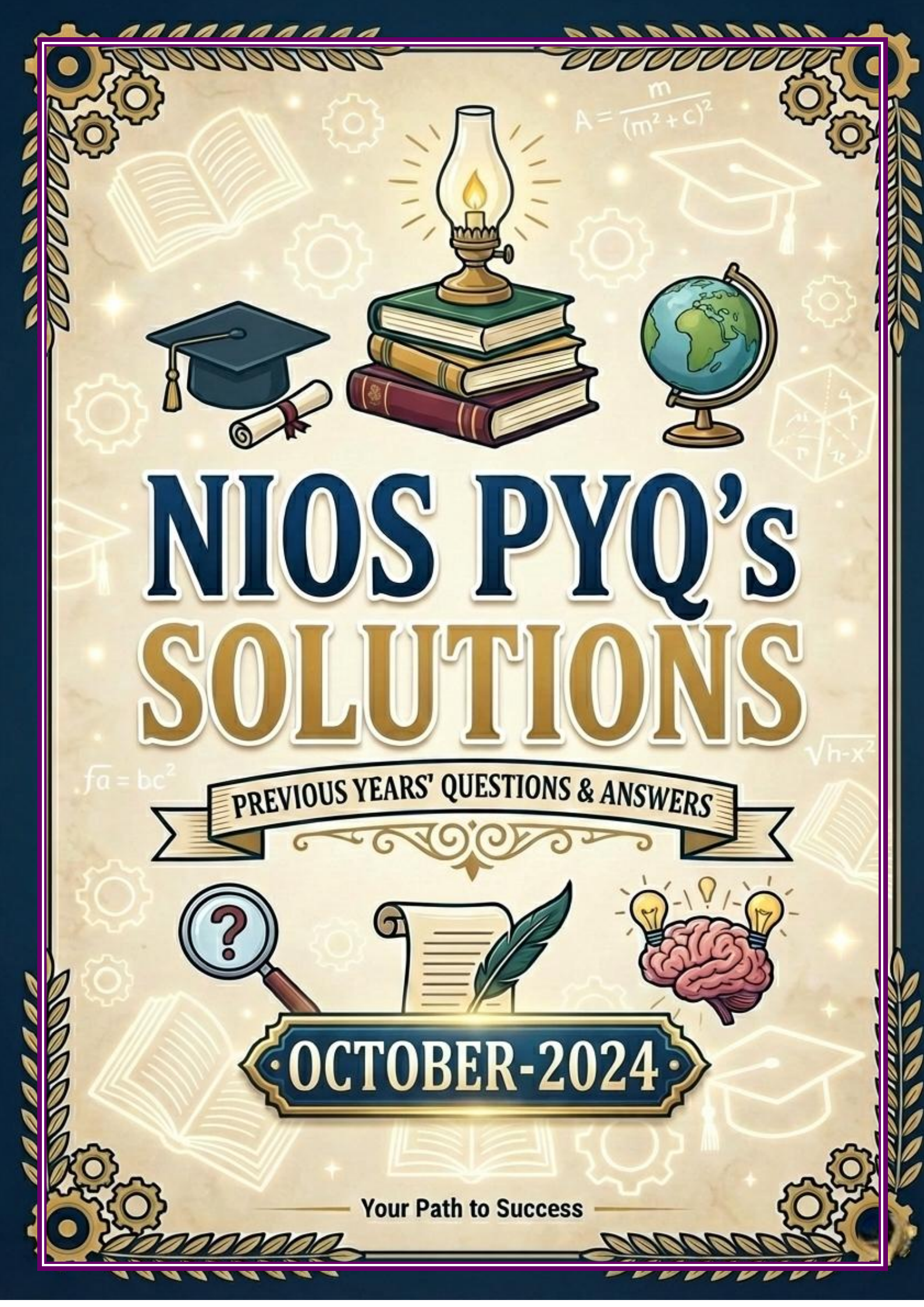
Ans - Yes, I agree with this statement. The success of any venture does not depend solely on the hard work of the entrepreneur; it is also necessary to have the support of a favorable entrepreneurial ecosystem.

Meaning of Entrepreneurial Ecosystem: An entrepreneurial ecosystem is the set of all individuals, institutions, resources, and policies that assist in the establishment, operation, and growth of new ventures. It provides entrepreneurs with finance, training, guidance, and opportunities to expand their business.

Key Components of the Entrepreneurial Ecosystem :

1. **Finance:** Loans, investments, grants, and other financial support.
2. **Business Support:** Business incubators, accelerators, mentors, and legal and accounting services.
3. **Policy:** Government policies, taxes, and regulations related to starting a business.
4. **Markets:** Customers, domestic and international markets, and marketing networks.
5. **Human Capital:** Schools, universities, and technical training institutes.
6. **Infrastructure:** Electricity, transport, internet, and other essential facilities.
7. **Research and Development:** Research institutes, laboratories, and universities.
8. **Culture:** Society, media, government, and professional institutions that encourage entrepreneurship.





$A = \frac{m}{(m^2 + c)^2}$



NIOS PYQ's SOLUTIONS

$\sqrt{a} = bc^2$

PREVIOUS YEARS' QUESTIONS & ANSWERS



OCTOBER-2024

Your Path to Success

1. The boss of Anita calls her at 7:00 p.m. and asks her to report for duty at 10:00 p.m. for an urgent project. Which Act is violated here?

- (A) Equal Remuneration Act, 1976**
- (B) Factories Act, 1948**
- (C) Payment of Bonus Act, 1965**
- (D) Workmen Compensation Act, 1923**

Ans - (B) Factories Act, 1948

2. A Company grants promotion to some employees but a woman employee could not be promoted because of her gender. Under which Act can she file a case against the company?

- (A) Workmen Compensation Act, 1923**
- (B) Industrial Disputes Act, 1947**
- (C) Factories Act, 1948**
- (D) Equal Remuneration Act, 1976**

Ans - (D) Equal Remuneration Act, 1976

3. Effective communication requires:

- (A) Speaking English fluently**
- (B) Balance between Non-verbal and Verbal communication**
- (C) Speaking Hindi fluently**
- (D) Speaking loudly**

Ans - (B) Balance between Non-verbal and Verbal communication

4. A software application used to display webpages, is called:

- (A) Search Engine**
- (B) Home Page**
- (C) Web Browser**



(D) Website

Ans - (C) Web Browser

5. Full form of ISP is:

(A) Information Search Protocol

(B) Internet Service Process

(C) Information Service Provider

(D) Internet Service Provider

Ans - (D) Internet Service Provider

6. In the Entrepreneurship Ecosystem, which of the following statements is most relevant?

(A) Culture is not the most important component

(B) Business Environment includes both internal factors and external factors

(C) The ecosystem functions in a constant type of markets

(D) EE is successful when there is no involvement of government at all

Ans - (B) Business Environment includes both internal factors and external factors

7. Which of the following groups best describes Entrepreneurship Ecosystem components?

(A) Lifecycle and Growth

(B) Government and Constitution

(C) Business Environment and Finance

(D) Structure and Calculations

Ans - (C) Business Environment and Finance

8. Within how many days should a person apply for registration under Goods and Services Tax?

(A) Within 60 days from the date he becomes liable for registration.

(B) Within 30 days from the date he becomes liable for registration.



(C) No time limit.

(D) Within 90 days from the date he becomes liable for registration.

Ans - (B) Within 30 days from the date he becomes liable for registration.

9. What is the cut-off turnover limit for compulsory registration under GST?

(A) 9 lakhs

(B) If it exceeds 20 lakhs

(C) 50 lakhs

(D) No limit for registration

Ans - (B) If it exceeds 20 lakhs

10. Which organisation sets the general minimum age to join an employment?

(A) Indian Labour Organisation

(B) International Law Organisation

(C) International Labour Organisation

(D) Internal Legislative Organisation

Ans - (C) International Labour Organisation

11. A person can improve his performance through participating in group learning. Which learning mode is used here?

(A) Reflective Observation

(B) Abstract Conceptualisation

(C) Active Experimentation

(D) Concrete Experience

Ans - (C) Active Experimentation

12. In the context of Job Application, the full form of CV is:

(A) Career Vitae



(B) Curriculum Vitae

(C) Care Vitae

(D) Cover Vitae

Ans - (B) Curriculum Vitae

13. Conflict arises due to:

(A) Responsive Behaviour

(B) Indifferent Opinion

(C) Disagreement

(D) Cordial Relationship

Ans - (C) Disagreement

14. The full form of URL is:

(A) Uniform Resource Locator

(B) Unique Resource Locator

(C) Unit Resource Locator

(D) Uniform Region Locator

Ans - (A) Uniform Resource Locator

15. Good business ideas should not be:

(A) Innovative

(B) Solution of problems

(C) Profitable

(D) Common

Ans - (D) Common

16. Goods and Services Tax is not applicable to:



- (A) Cosmetics
- (B) Apparels
- (C) Auto Parts
- (D) Petroleum Products

Ans - (D) Petroleum Products

17. State whether following statements are True or False:

- (i) Fancy or colourful apparels are usually avoided at the workplace.
- (ii) Negotiation is simply the act of finding a point of agreement between two parties.

Ans -

- (i) **True**
- (ii) **True**

18. State whether following statements are True or False:

- (i) A letter is a form of written communication.
- (ii) TQM stands for Total Quality Management.

Ans -

- (i) **True**
- (ii) **True**

19. Fill in the blanks in any two of the following:

- (i) The cycle of learning by David Kolb consists of _____ learning modes.
- (ii) The speed with which the data is exchanged is called as the _____.
- (iii) Software is a program or set of programs that are designed to prevent, search for, detect and remove software viruses.

Ans - (i) 4, (ii) Bandwidth, (iii) Anti-virus.

20. Complete any two of the following sentences by filling the correct form of verb:



(i) Kiran has _____ (work) in Tourism industry for 12 years.

(ii) This pen writes _____ (good) than others.

(iii) He _____ (work) as Manager.

Ans -

(i) Kiran has been working in Tourism industry for 12 years.

(ii) This pen writes better than others.

(iii) He works as Manager.

21. Match the statements of Column-I with the right option of Column-II.

Column-I

Column-II

(i) Websites use a protocol is called

(a) Scanning

(ii) To read the whole text or a large part of the text, so as to understand the general meaning

(b) Secured Socket Layer

Ans -

Column-I

Column-II

(i) Websites use a protocol is called

(b) Secured Socket Layer

(ii) To read the whole text or a large part of the text, so as to understand the general meaning

(a) Scanning

22. Complete any two of the following sentences:

(i) Google Chrome, Mozilla Firefox and Opera are the examples of _____.

(ii) The payment of Bonus Act, 1965 states that any organisation which has over _____ employees has to pay bonus.

(iii) SWOT: Strengths, Weaknesses, Opportunities and _____.

Ans - (i) Web Browser (ii) 20 (iii) Threats

23. Write True for correct statement and False for incorrect statement:



- (i) Mouse, Keyboard and Joystick are the examples of software.
- (ii) First aid services are necessary to prevent the excessive medical expenses of the workers.

Ans -

- (i) **False**
- (ii) **True**

24. Fill in the blanks in any two of the following:

- (i) In the context of computer, a MAN typically covers an area between _____ and _____ K.M. range.
- (ii) The past tense of 'Go' is _____.
- (iii) _____ is used for _____ a document in computer.

Ans - (i) 5, 50 , (ii) Went, (iii) Copy

25. Match the statements of Column-I with the right option of Column-II.

Column-I

Column-II

- | | |
|--|--------------|
| (i) To read for a particular word or phrase | (a) Hacker |
| (ii) The person who uses computers to gain unauthorised access to data | (b) Skimming |

Ans -

Column-I

Column-II

- | | |
|--|--------------|
| (i) To read for a particular word or phrase | (b) Skimming |
| (ii) The person who uses computers to gain unauthorised access to data | (a) Hacker |

26. State whether following statements are True or False:

- (i) The communication must be kept friendly, open and honest.
- (ii) Business incubation is a "stagnant process of business development".

Ans -

- (i) **True**



(ii) **False**

27. State whether the following cases are of direct taxes or indirect taxes:

(i) **Income Tax**

(ii) **Goods and Service Tax**

Ans -

(i) Income Tax - Direct Tax

(ii) Goods and Service Tax - Indirect Tax

28. Fill in the blanks in any two of the following:

(i) _____ describes what a company wants to do now.

(ii) Damaging or destroying data rather than stealing or misusing them is known as _____.

(iii) CPU stands for _____.

Ans -

(i) Mission

(ii) Cyber Vandalism

(iii) Central Processing Unit

29. Suggest any two tips for Group Discussion.

Ans - Two tips for a group discussion:

1. Listen carefully to all the participants and respect others.
2. Present your thoughts clearly, confidently, and keep them relevant to the topic.

30. Differentiate between opinion and facts.

Ans - Difference between opinion and facts :



Opinion	Fact
1. Opinions express a person's individual view, belief, or feeling.	1. Facts are true, proven, and verified information.
2. Opinions can change from person to person.	2. Facts are the same for everyone and can be proven.
3. It is not necessary to prove opinions as right or wrong.	3. Facts can be proven on the basis of evidence or proof.

Or

State any two guidelines may be followed while writing a cover letter.

Ans - Two guidelines to follow while writing a cover letter:

1. Keep the cover letter concise and clear, mentioning your interests and skills.
2. Always write it by linking it to the specific requirements of the employer.

31. List any four benefits of 'World Wide Web'.

Ans - The four benefits of the World Wide Web are as follows:

- Easy access to information available on the internet.
- Availability of useful materials for education and study.
- Easy communication through e-mail, social media, and other channels.
- Benefits of online shopping, banking, and other services can be availed from home.

32. Why do we use e-mail?

Ans - E-mail is used to quickly send and receive messages, documents, images, and other files from one person to another via the internet. It is a fast, convenient, and low-cost medium of communication.

33. What do you understand by miscommunication?

Ans - Miscommunication is a situation where the receiver does not properly understand the meaning of the message sent by the sender or interprets it incorrectly. This causes confusion, misunderstanding, and barriers to communication.

34. Briefly explain the meaning of Cloud Computing.



Ans - Cloud computing is a technology through which data, software, and other computer services are used with the help of the internet. In this, data and applications are securely stored on servers available on the internet instead of a local computer, which can be accessed from anywhere as needed.

Or

What is an Entrepreneurship Ecosystem?

Ans - An entrepreneurship ecosystem is a group of all those individuals, institutions, resources, and policies that assist in the establishment, operation, and growth of new enterprises. It includes the government, financial institutions, educational institutions, investors, business incubators, markets, etc.

35. What is Cyber-crime?

Ans - Cyber-crime is a crime in which economic, social, or personal harm is caused to an individual or an organization using computers, mobiles, the internet, or other digital devices. Examples include hacking, online fraud, identity theft, and spreading viruses.

Or

Differentiate between Hearing and Listening.

Ans - Difference between hearing and listening :

Hearing	Listening
It is merely the physical process of perceiving sound.	It is the process of carefully listening to and understanding the message.
It does not require concentration.	It requires attention and concentration.
It is a passive process.	It is an active process.

36. Name any two books of accounts to be maintained in business.

Ans - Two main books of accounts maintained by a business are Journal & Ledger.

Or



What is Time Management?

Ans - Time management is the process in which an individual plans their tasks and makes proper and effective use of the available time, so that all tasks can be completed on time and goals can be achieved easily.

37. What are manufacturing enterprises?

Ans - Manufacturing enterprises are those enterprises that convert raw materials into finished goods through various production processes. Their main objective is to fulfill the needs of customers by manufacturing useful products.

38. "A business organisation is a complex structure which requires automation beyond a particular scale of operations." In the light of this statement, explain the concept of Enterprise resource planning.

Ans - ERP is a software system that helps an organization by connecting various departments—such as production, purchasing, sales, accounting, human resources, and inventory—into a single system. Through this, all departments of the organization use a single database, which makes the exchange of information simple and fast. ERP plays a crucial role in increasing business efficiency and better management of resources.

39. Why should reports be written?

Ans - A report is a written medium for systematically presenting facts and information related to a subject, event, or task. It helps in decision-making and keeping information safe.

Objectives of writing a report:

- To create a written record of important information.
- To provide assistance in decision making.
- To provide information about the progress or result of a task.
- To identify problems and suggest their solutions.
- To keep information safe for future reference.

Or

Briefly explain the Workmen's Compensation Act, 1923.

Ans - It is necessary to provide economic security to an employee and their family in the event of an accident during work. The Workmen's Compensation Act, 1923 was created for this purpose. If an employee gets injured, suffers permanent or temporary disability, or dies due to an accident while working, the employer provides compensation to the employee or their dependents according to prescribed rules.



40. Briefly explain the Employees Provident Fund and Miscellaneous Provisions Act, 1952.

Ans - The Employees' Provident Fund and Miscellaneous Provisions Act, 1952 was implemented with the objective of making the future of employees financially secure. Under this Act, both the employee and the employer deposit a certain portion of the employee's salary into the provident fund. The employee receives this amount with interest upon termination of service, retirement, or under other specified circumstances.

Main objectives :

- To ensure savings for the future of employees.
- To provide financial security after retirement.
- To increase the social security benefits of employees.

Or

One sentence is to be framed for each of the following words.**(a) Machine (b) Problem (c) Finished**

Ans -

(a) Machine: The machine is working properly.

(b) Problem: Every problem has a solution.

(c) Finished: I finished my homework yesterday.

41. What do you understand by Job Description?

Ans - A job description is a written document that provides a clear description of the tasks, responsibilities, required qualifications, skills, experience, and the nature of the work related to a particular post. It helps the candidate understand what tasks they will have to perform in that position.

42. State any five points to be kept in mind for a clear communication.

Ans - Clear communication ensures that the message reaches the receiver in the correct form and reduces the chances of misunderstanding.

Five points of clear communication:

1. Simple and clear language: Use words that the other person can easily understand.
2. Concise and relevant: Avoid unnecessary talk and provide only necessary information.



3. Right words and appropriate tone: A sweet voice, appropriate gestures, and eye contact make communication effective.
4. Listening carefully: Listen to the other person completely and do not interrupt in between.
5. Getting feedback: Ensure that the other person has understood the message correctly.

Or

List any five disadvantages of using Smart phones.

Ans - List of five disadvantages of using smart phones:

1. **Wastage of time** : A lot of time is spent on social media and games.
2. **Impact on studies and work** : Concentration decreases and work efficiency declines.
3. **Health-related problems** : Can cause eye pain, headache, lack of sleep, and neck pain.
4. **Risk of cyber crime** : There is a possibility of hacking, online fraud, and theft of personal information.
5. **Social and mental impact** : Excessive use can distance a person from family and friends, and problems like stress, anxiety, and mobile addiction can arise.

43. What are the PSMART goals?

Ans - PSMART goals help an individual to clarify their objectives and complete them within a set timeframe.

Meaning and goals of PSMART:

- **P – Performance based:** The goal should be positive and inspiring.
- **S – Specific:** The goal should be clear and definite.
- **M – Measurable:** The progress of the goal can be measured.
- **A – Achievable:** The goal should be according to the individual's capacity.
- **R – Relevant:** The goal should be practical and realistic.
- **T – Time-bound:** There should be a definite time limit to complete the goal.

Or

Mention any five commodities on which GST is applicable.



Ans - Goods and Services Tax (GST) is a tax levied on the goods and services that we purchase. The five major commodities that fall under the purview of GST are as follows:

1. **Apparels (Clothes):** GST is applicable on the purchase of any new clothes we buy from the market, such as shirts, pants, t-shirts, suits, or sarees.
2. **Cosmetics:** Our daily necessities and grooming products, such as bathing soap, shampoo, hair oil, and face cream, also attract GST.
3. **Auto Parts:** Tax is levied on the parts used in manufacturing or repairing cars, motorcycles, or any other vehicles when they break down.
4. **Electronic Items:** Electrical appliances used in homes and offices, such as mobile phones, televisions (TV), washing machines, and refrigerators, come under GST.
5. **Furniture:** We also have to pay GST while purchasing furniture used for decorating and furnishing a home or office, such as wooden chairs, tables, cupboards, and sofas.



Thank you!



We hope you found this material helpful. We wish you the very best for your examination.



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