PREVIOUS YEAR PAPER

DSSSB Technical Assistant (Modern Office Practice) English 2021 — 21 October 2021, Shift 2

DSSSB Other Posts · 21 October 2021 · Shift 2

149 of the paper's 200 questions · +1 for a correct answer, −0.25 for a wrong one · 120 minutes

Left out of the original paper: 51 (any question that needs a figure, a symbol or formatting we cannot show, or whose text did not read back cleanly from the booklet).

Questions from the Delhi Subordinate Services Selection Board's paper of 21 October 2021, Shift 2. Each question is followed by its answer, and the answer key is repeated on the last page.

Take it as a timed practice test: exambharo.com/dsssb-other-posts/previous-year-papers/dsssb-other-posts-2021-technical-assistant-modern-office-practice-english-21-oct-shift-2/

General Awareness

1. Who among the following was the President of the Indian National Congress at the time of partition?

(a) JB Kripalani
(b) C Rajagopalachari
(c) Jawaharlal Nehru
(d) Maulana Abul Kalam Azad

Answer: (a)

2. In which year did the Indian Men's Hockey Team Gold at the Olympics for the first time?

(a) 1928
(b) 1932
(c) 1948
(d) 1951

Answer: (a)

3. The party symbol of the All India Majlis-E-Ittehadul Muslimeen is _____.

(a) Dao
(b) Kite
(c) two leaves
(d) Scales

Answer: (b)

4. Which one of the following act is the “first statute” for the governance of India under the direct rule of British Government?

(a) Government of India Act, 1858
(b) Charter Act, 1853
(c) Indian Council Act, 1861
(d) Indian Council Act, 1892

Answer: (a)

5. Which is NOT a folk music from the state of Maharashtra?
   (a) Powada
   (b) Lavani
   (c) Ovi
   (d) Dandiya
   Answer: (d)

6. Which temple is in form of a representation of Sun God's chariot?
   (a) Jagannath Temple
   (b) Konark Temple
   (c) Lingaraja Temple
   (d) Rajarani Temple
   Answer: (b)

7. Detergents are ammonium or sulphonate salts of long chain:
   (a) hydrofluoric acids
   (b) carboxylic acids
   (c) hydrochloric acids
   (d) nitric acids
   Answer: (b)

8. When was Save Silent Valley movement held?
   (a) 1975
   (b) 1974
   (c) 1972
   (d) 1973
   Answer: (d)

9. Which of the following traditional pastoral dances performed by the women of Punjab State?
   (a) Popir
   (b) Ghoomar
   (c) Aji Lamu
   (d) Giddha
   Answer: (d)

10. Vishu, also spelled Viṣu, a spring festival is celebrated in which of the Indian state?
   (a) Karnataka
   (b) Telangana
   (c) Kerala
   (d) Panjab
   Answer: (c)

11. Who developed the Theory of General Relativity?
    (a) Albert Einstein
    (b) Isaac Newton
    (c) Galileo Galilei
    (d) Nicolaus Copernicus
    Answer: (a)

12. Which of the following is not a common waterborne disease?
    (a) Typhoid Fever
    (b) Cholera
    (c) Influenza
    (d) Giardia
    Answer: (c)

13. Which financial institution introduced UPI, USSD, BHIM App, CTS, RuPay and NACH?
    (a) NPCI
    (b) IFCI
    (c) IDBI
    (d) IDFC
    Answer: (a)

14. In which year India got its central bank and comm ed operation as Reserve Bank of India?
    (a) 1 April 1930
    (b) 1 April 1935
    (c) 1 April 1940
    (d) 1 April 1945
    Answer: (b)

15. Which one of these is NOT a Quantitative Instruments of Monetary Policy?
    (a) Open Market Operations
    (b) Liquidity Adjustment Facility
    (c) Moral Suasion
    (d) Cash Reserve Ratio
    Answer: (c)

16. Which of the following places is known as Krishna Janam Bhumi?
    (a) Ayodhya
    (b) Varanasi
    (c) Puri
    (d) Mathura
    Answer: (d)

17. The revenue system introduced in the Bombay Deccan in 1820 came to be known as the
(a) Ryotwari Settlement
(b) Colonial Settlement
(c) Permanent Settlement
(d) Revolutionary Settlement
Answer: (a)

18. Indian political system provides for
(a) Multi-Party System
(b) Single Party System
(c) Two Party System
(d) Zero Party System
Answer: (a)

19. With which sport does Pursala Venkata Sindhu is related to?
(a) Lawn Tennis
(b) Squash
(c) Table Tennis
(d) Badminton
Answer: (d)

20. Rohingya Muslims have mainly migrated from whi of the following countries?
(a) Myanmar
(b) Sri Lanka
(c) Pakistan
(d) Nepal
Answer: (a)

General Ability

21. Arrange the words given below in a meaningful sequence.
1) Infant
2) Adolescent
3) Child
4) Adult
(a) 1324
(b) 1234
(c) 3421
(d) 4312
Answer: (a)

22. Arrange the given words in a meaningful sequence and thus find the correct answer from alternatives 1.Tissue
2.Plant
3.Leaf
4.Cell

(a) 1,2,3,4
(b) 2,1,3,4
(c) 4,1,3,2
(d) 3,2,4,1

Answer: (c)

23. Select the correct option that indicates the arrangement of following places in a house in a logical and meaningful order 1. Living Room
2. Front yard
3. Kitchen
4. Back yard
5. Front Gate

(a) 2,1,5,3,4
(b) 5,4,3,2,1
(c) 2,5,1,3,4
(d) 5,1,2,4,3

Answer: (c)

24. Among the following words, which one will come last if they are arranged as per their order in an English dictionary?

(a) Adopt
(b) Admire
(c) Admit
(d) Adoption

Answer: (b)

26. Four letter-pairs have been given, out of which three are alike in some manner and one is different. Select the letter-pair that is different.

(a) FU
(b) QJ
(c) MN
(d) EW

Answer: (d)

27. Select the option that is related to the third term in the same way as the second term is related to the first term.
Screw Gauge : Thickness :: Odometer : ?

(a) Smell
(b) Distance
(c) Sound
(d) Earthquakes

Answer: (b)

28. Select the option that is related to the third word in the same way as the second word is related to the first word.
Japan : Yen :: Iraq : ?

(a) Dollar
(b) Metical
(c) Dinar
(d) Dirham

Answer: (c)

29. If the word 'LISTEN' is coded as '13102021615' in a particular coding language, then how will 'TALK' be coded using the same language?

(a) 2011211
(b) 2121312
(c) 2121132
(d) 2020122

Answer: (b)

31. Sam is more intelligent than Kunaal. Shikha is more intelligent than Sam. But Shiva is more intelligent than Kunaal and Sam are more intelligent than Shiva. In the decreasing order of intelligence who is third?

(a) Sam
(b) Kunaal
(c) Shikha
(d) Shiva

Answer: (d)

32. Some equations are solved on the basis of a certain system. Find the correct answer for the unsolved equation on that basis.
3*4= 43 ; 5 *2= 129 ; 1*5=?

(a) 23
(b) 26
(c) 75
(d) 56

Answer: (b)

33. If 457 = 745 and 832 =283 then what would be 619 = ?

(a) 961

(b) 169

(c) 691

(d) 196

Answer: (a)

34. Bob bought thrice as many oranges as number of apples. If he bought 60 fruits (oranges and apples) in all, how many oranges did he buy?

(a) 15

(b) 45

(c) 20

(d) 60

Answer: (b)

35. On interchanging '@' with '÷', '&' with '–', '$' with '×', and '%' with '+', what would be the result of the following expression?
32 @ 8 & 11 $ 3 % 29 = ?

(a) 210

(b) −1

(c) 1

(d) 0

Answer: (d)

36. Which of the following interchanges in ns a umbers will make the given equation correct?
6 × 9 + 3 = 57

(a) × and =, 6 and 9

(b) × and +, 3 and 6

(c) + and ×, 3 and 9

(d) + and =, 57 and 3

Answer: (b)

37. Four number-triads have been given, out of which three are alike in some manner and one is different. Select the number-triad that is different from the rest.

(a) 1, 4, 2

(b) 3, 12, 6

(c) 4, 16, 24

(d) 2, 8, 4

Answer: (c)

38. The cost of an orange was ₹7 each, whereas a peach cost ₹5 each. A man spends a total of ₹38 on these fruits. The number of peaches that he purchased was:

(a) 2
(b) 3
(c) 4
(d) 5

Answer: (a)

39. A domestic flight starts from Mumbai and goes to Delhi via Lucknow. The count of male passengers on the plane is twice the count of female passengers. At Lucknow, 10 male passengers deboard and 5 female passengers board the plane. Now, the count of male and female passengers becomes equal. In the beginning of the flight from Mumbai, how many passengers boarded the plane?

(a) 30
(b) 35
(c) 45
(d) 40

Answer: (c)

40. Select the option that is related to the third term in the same way as the second term is related to the first term.
Water : Root :: Gases : ?

(a) Leaf
(b) Flower
(c) Fruit
(d) Bud

Answer: (a)

General English

83. Choose the correct one word substitution of the given sentence from the options given below:
Things of same nature

(a) Heterogeneous
(b) Homogeneous
(c) contemporary
(d) allies

Answer: (b)

84. Choose the INCORRECTLY spelt word from the given options.

(a) Confuse
(b) Reffuse
(c) Profuse
(d) Diffuse

Answer: (b)

85. Select the option that is the correct spelling.

(a) aggregate

(b) agregate

(c) aggreggate

(d) aggrigate

Answer: (a)

88. Choose the opposite of the given word.
Desperate

(a) Hopeful

(b) Violent

(c) Frenzied

(d) Despondent

Answer: (a)

89. Choose the word from the options that is closest in meaning to the given word.
Impetus

(a) Discouragement

(b) Stimulant

(c) hindrance

(d) Obstacle

Answer: (b)

90. Fill in the blank with correct option given below
The President claims to have done _____ b[illegible] to b[illegible]t the confidence of the common people.

(a) their

(b) its

(c) his

(d) your

Answer: (c)

91. S1 and S6 are the first and last sentences respectively. Select the option that gives the correct order of the sentences P,Q,R,S to form a meaningful paragraph:
S1. Deductive reasoning is also known as 'top-down' logic, where the reasoning begins with an accepted premise.
P. We see him walking into a dank bedroom, gathering evidence so that his premise remains the only logical conclusion.
Q. They have a suspect in mind, and then they seek out evidence to prove the guilt of that suspect.
R. An example of this might be the method usually used by Sherlock while dealing with his assignments.
S. This is the kind of logic that, many of the policemen in the Sherlock Holmes stories (and our modern world) use.
S6. It's been proven over time to be a useful tool in crime-solving.

(a) PQSR
(b) RQPS
(c) PRQS
(d) RPSQ

Answer: (d)

92. Rearrange the parts to form a meaningful sentence:
P. Gopal and his sister
Q. returning to the United States R. after Christmas
S. thought of

(a) PSRQ
(b) PSQR
(c) RPQS
(d) SPRQ

Answer: (b)

98. What is the Goldilocks Rule?

(a) Something that is extremely challenging
(b) Something that poses no challenge
(c) Something that is challenging but can be handled
(d) Something that one takes up but gives up soon

Answer: (c)

99. Select the option that does NOT bring peak motivation and happiness.

(a) Challenge within an optimal zone of difficulty
(b) Challenge of just manageable difficulty
(c) Challenge which keeps one on the edge of one's current abilities
(d) Challenge which is at an unsuitable level of difficulty

Answer: (d)

100. Select the option that is an example of ‘being in the flow’.

(a) Tarun was preparing for his exams and every now and then, the phone rang and he talked for a long time.

(b) Sita was engrossed in reading the book, she didn’t hear the doorbell ring neither did she hear her phone ringing.

(c) Akash was watching a movie while eating his lunch and kept commenting on the food.

(d) My mother was cooking when she remembered that she had to switch on the geyser and make a phone call.

Answer: (b)

Discipline1

101. The process of transferring the information from one person to other along with the understanding of such information is termed as

(a) Planning

(b) Communicating

(c) Controlling

(d) Motivating

Answer: (b)

102. The term which is considered when the instructions moves from top level to the bottom level management is

(a) Authority

(b) Accountability

(c) Performance

(d) Responsibility

Answer: (a)

103. Which of the following is considered as the art of management?

(a) To manage customers

(b) To make super normal profit in the organization

(c) To keep pressure on competitors

(d) To get things done by other people

Answer: (d)

104. _____ is the formal line of authority which moves from highest to lowest rank.

(a) Scalar Chain

(b) Unity of command

(c) Unity of direction

(d) Authoritarian power

Answer: (a)

105. As per Henry Fayol a manager must perform how many functions?

(a) 2
(b) 3
(c) 4
(d) 5

Answer: (d)

106. Contingency management refers to _____.

(a) The best way to do things
(b) The solution to every situation
(c) Different tasks for different competitive environments
(d) A single plan to achieve objective

Answer: (c)

107. Why division of work is necessary as per Henry Fayol fourteen principles of management

(a) To take advantage of the specialization benefit
(b) To control and order the subordinate staff
(c) Delegation of authority
(d) To distribute the work equally

Answer: (a)

108. Which of the following is not an office support fu ion in the organization?

(a) The managerial function
(b) The administrative function
(c) The function of analytics
(d) Function of routine nature in the organization

Answer: (b)

109. Which of the following tasks are not a function of the virtual office?

(a) Desktop publishing
(b) Internet research
(c) Travel arrangements
(d) Repair and maintenance

Answer: (d)

110. Which of the following statement is correct regarding record

(a) It should be clear, intelligible and annotated
(b) It should be accessible and available
(c) It should be clear, intelligible and accurate
(d) It should be clear and concise

Answer: (c)

111. In recordkeeping rule "no Elbow", what does E stands for?

(a) E Stands for editing

(b) E stands for Erasing

(c) E stands for electronic

(d) E stands for Entry

Answer: (b)

112. The correction in the record in the document of any type of mistake shall be done by _____.

(a) correction using liquid fluid (eraser fluid)

(b) correction by scribbling the mistake

(c) To put a cut on the mistake using a single line and rewrite below or above.

(d) inform the superior about mistake

Answer: (c)

113. Contemporaneous in office record keeping and management means _____

(a) To write in real time

(b) To write in plain language

(c) To write in chronological order

(d) To write in comprehensive language and manner

Answer: (c)

114. What is the reason that business letters produces immediate effect?

(a) Business letters are authoritative in nature

(b) Business letters are informal in nature

(c) Business letters are brief in nature

(d) Business letters are interesting

Answer: (b)

115. Which of the following should be included in effective office writing?

(a) Brevity and clarity

(b) Accuracy and clarity

(c) Brevity and accuracy

(d) Brevity, accuracy and clarity

Answer: (d)

116. An official correspondence shall contain; (i) reference of the letter
(ii) name and the address of the receiver (iii) the date and the salutation in the letter (iv) heading of the subject (v) signatory of the letter

(a) (i) (ii) (iii) (iv) and (v)

(b) (ii) (iii) and (iv)

(c) (i) (ii) (iv) and (v)

(d) (iv) and (v)

Answer: (a)

117. "Memo" which is one of the brief form of memorandum in the written office communication is _____

(a) used for legal purpose
(b) used for formal and external communication
(c) used for external communication
(d) used for internal communication

Answer: (d)

118. Which of the following is a feature of spreadsheet?

(a) It is a utility software
(b) It is an application software
(c) It is a firmware
(d) It is a system software

Answer: (b)

119. The contemporary electronic computer is primarily meant for

(a) For performing mathematical operations
(b) To perform Input, storage, manipulation and data output
(c) EDP
(d) To store the data

Answer: (b)

120. The process to arrange data in logical sequence the computer system is termed as -

(a) sorting
(b) classification
(c) reproduction
(d) summarizing

Answer: (a)

Discipline2

121. What is called as the brain in a computer system?

(a) The CPU
(b) The ALU
(c) The hard disk
(d) RAM

Answer: (a)

122. properly arranged data in the computer system is known as _____ .

(a) field
(b) word
(c) information
(d) file

Answer: (c)

123. In a computer system usually memory is _____ and the storage system is _____.

(a) Permanent, permanent
(b) Temporary, Temporary
(c) Temporary, permanent
(d) Permanent, temporary

Answer: (c)

124. The role of algorithm and flow chart in the computer system is

(a) To identify the capacity (memory) of the computer system
(b) To explain the functions of the computer system
(c) To explain and specify the complete and clear problem
(d) To store the data in the system

Answer: (c)

125. In the field of computer,DDL stands for _____.

(a) dynamic data language
(b) detailed data language
(c) data definition language
(d) data derivation language

Answer: (c)

126. The two files used during operations in the data base management systems are ;

(a) The utility and the query language
(b) The query and the dynamic data language
(c) The transaction log and the data dictionary
(d) The query language and the data dictionary

Answer: (c)

127. In DBMS the key that identifies every row in the table from the available set of column is called as _____

(a) The super key
(b) The logical key
(c) The formal key
(d) The composite key

Answer: (a)

128. An organization is in the process of setting up a web based information system to enable the internal users all the record, notices, documents of the organization. This is an example of

(a) Intranet
(b) Internet
(c) Enterprise resource management
(d) Customer relationship management

Answer: (a)

129. The Unified Modeling Language is a _____ language for, _____ specifying, constructing, and documenting the artifacts of a software- intensive system.

(a) Graphical, visualizing
(b) Programming, finalizing
(c) Coding, manipulating
(d) Mathematical, visualizing

Answer: (a)

130. In a standard word processing software when the name and address are combined it is called as _____.

(a) formatting
(b) mail merge
(c) database management
(d) grouping

Answer: (b)

131. Which of the following is the most likely use of a word processing software?

(a) To maintain the ledger account of the business
(b) To type an article or the biography
(c) For Inventory management system
(d) For drawing and painting

Answer: (b)

132. Control + C and Control + V are used for the fo ving purpose in the word processing software

(a) To copy and paste
(b) To cut and paste
(c) To paste and cut
(d) To merger the document

Answer: (a)

133. The term _____ refers to statements that are written in a language the computer can understand

(a) Process
(b) Syntax
(c) Code
(d) Para

Answer: (b)

134. What is the purpose or meaning of word wrap in word processing or MS word software

(a) It allows the user to type over the text
(b) It moves the text to the next line of the typed line whenever necessary
(c) It saves the word document automatically
(d) It indicates the end of the document

Answer: (b)

135. The fax machines, computers, printers, scanners are part of office equipment and are best examples of

(a) The fixed equipment
(b) The office automation equipment
(c) The industrial accessories equipment
(d) The tangible equipments

Answer: (b)

136. A light pen is _____.

(a) a mechanical input device
(b) an electronic input device
(c) an optical input device
(d) an optical output device

Answer: (c)

137. When a computer system is connected to the internet, the same is identified by a string which is unique four part string, which is termed as _____.

(a) Internet protocol address
(b) The host name
(c) The domain name
(d) URL

Answer: (a)

138. "Market" in relation to sales and distribution m gement is _____.

(a) Where a basket of goods is availabl
(b) A place where the buyers and sellers me
(c) A place where goods of similar nature are purchased and sold
(d) A market is a shopping mall

Answer: (b)

139. Office photocopy machine is what type of market

(a) B2B
(b) B2C
(c) C2C
(d) C2B

Answer: (a)

140. The difference between the term "customer" and "consumer" is -

(a) Both are same
(b) Consumers purchase the products whereas customers do not purchase
(c) Customers purchase the product and consumers use the products
(d) consumers buy the products on behalf of the customers

Answer: (c)

Discipline3

141. When raw material manufactured by one organization is sold to another organization for the purpose of using it to manufacture another product - the term used will be

(a) Industrial market
(b) C2B market
(c) B2C market
(d) The market of reseller

Answer: (a)

142. "Brand Ambassador" is _____.

(a) Salesman
(b) Bloggers who recommends the product to consumers
(c) A well known person who recommend to other people to use
(d) The first consumers or the customers who uses a product or brand

Answer: (c)

143. What is customer relationship management?

(a) To make the efforts to retain the customer
(b) To make the efforts for cause related marketing
(c) To make the efforts for informing the customers about the product
(d) Customer data management

Answer: (a)

144. "Green marketing" is

(a) Selling and distribution of green colo[illegible]s
(b) Selling and distribution of environmental friendly services and product
(c) Selling and distribution of products though green packaging
(d) Selling and distribution of product at a low price

Answer: (b)

145. Why word of mouth is considered as the best strategy of advertising?

(a) It is free of cost and no money is spent on the advertising
(b) Fast and reliable way of communication of message about the product
(c) The message is perpetual and passes on continuously for infinite time
(d) The message goes only to intended users of the product and services

Answer: (a)

146. Which of the following is not the task of human resource management?

(a) To attract new employee
(b) To retain employee
(c) To recruit employee
(d) To encourage labor turnover

Answer: (d)

147. Which of the following is not the part of human resource policy of the organization?

(a) To establish the reward system in the organization

(b) To create the process of employee appraisals in the organization

(c) To create the opportunities for staff development and training in the organization

(d) To establish the choice of suppliers in the organization

Answer: (d)

148. OD in Human resource management stands for-

(a) Organizational design

(b) Organizational development

(c) Organization Database

(d) Organization design and development

Answer: (b)

149. The component of service quality which requires employees engaged in service delivery to be prompt and helpful in their work is _____.

(a) Tangibles

(b) Empathy

(c) Responsiveness

(d) Assurance

Answer: (c)

150. The method of training where the trainees are tr ed in an environment which actually resembles the actual office of the organization is ca d _____.

(a) The work place training

(b) The environmental scanning

(c) The simulation training

(d) The resembling training

Answer: (c)

151. When the performance appraisal of an employee is primarily influenced by his past performance is termed as _____.

(a) The horn effect

(b) The halo effect

(c) The spillover effect

(d) The leftover effect

Answer: (c)

152. _____ is the practice of moving employees between jobs in an organization.

(a) Job evaluation

(b) Job rotation

(c) Job enrichment

(d) Job enlargement

Answer: (b)

153. The feeling of injustice at the workplace is termed as _____

(a) Grievance

(b) Biasness

(c) Prejudice

(d) harassment

Answer: (a)

154. The process of determining and assessing the strength and power of one of the employee is termed as-

(a) The competency process

(b) The empowerment process

(c) The engagement process

(d) The competency mapping process

Answer: (d)

155. There are two theories which explains the approach of the managers towards their employees, theory X and theory Y. The assumption of theory X is that people -

(a) dislike work, have little ambition, and are unwilling to take responsibility

(b) like work, have little ambition, and are unwilling to take responsibility

(c) dislike work, have high ambition, and are unwilling to take responsibility

(d) like work, have little ambition, and are willing to take responsibility

Answer: (a)

156. A type of disciplining technique that provides employees opportunities to correct their behavior before being discharged, is called:

(a) Progressive discipline

(b) Positive discipline

(c) Confrontational discipline

(d) Normative discipline

Answer: (a)

157. Which of the following is not considered as factor of production in economics?

(a) Raw material

(b) Land

(c) Labour

(d) Capital

Answer: (a)

158. What is meant by the term marginal cost

(a) the change in total production cost due to producing one additional unit

(b) the decrease in total production cost due to producing one additional unit

(c) the change in total production cost due to producing two additional unit

(d) No change in total production cost by producing one additional unit

Answer: (a)

159. In economics INCOME - SAVINGS = _____.

(a) Demand
(b) Production
(c) Consumption
(d) Investment

Answer: (c)

160. Price elasticity of the demand is 0.5 and what type of goods this elasticity signifies

(a) Luxury
(b) Giffen
(c) Inferior
(d) Necessary

Answer: (d)

Discipline4

161. The entity concept of accounting signifies that -

(a) Owner and business are two separate entity
(b) Owner and business are same entity
(c) Owner and business maintains same book of accounting
(d) Owner and business maintains separate book of accounting

Answer: (a)

162. Which of the following is Accounting equation?

(a) Assets - liabilities = Capital
(b) Assets + liabilities = capital
(c) Assets + capital = liability
(d) Capital - Liability = Assets

Answer: (a)

163. Which of the following is not included in the definition of accounting?

(a) Identifying economic information
(b) Measuring economic information
(c) Developing economic information
(d) Communicating economic information

Answer: (c)

164. Which of the following is not an accounting software?

(a) Tally
(b) Wave
(c) Marg
(d) SPSS

Answer: (d)

165. Which of the following is not an advantage of the computerized accounting system

(a) Speed

(b) Reliability

(c) Accuracy

(d) Impact on health

Answer: (d)

166. For creating a company in Tally we use the following shortcut:

(a) Alt+ F1

(b) Alt +F2

(c) Alt +F3

(d) Alt +Esc Key

Answer: (c)

167. Which key is used to post entry in Debit note in Tally?

(a) F7

(b) F8

(c) Ctrl+F9

(d) Ctrl+F8

Answer: (c)

168. Consider the following statements in the context of accounting:
Statement – 1: Transaction is recorded from the viewpoint of the person for whom the accounts are maintained.
Statement – 2: Costs and revenues are taken into account or accrued as and when they are incurred or earned, rather than when they are paid or received.
Which of the following is CORRECT?

(a) Both statements are TRUE

(b) Statement – 1 is TRUE and Statement – 2 is FALSE

(c) Statement – 1 is FALSE and Statement – 2 is TRUE

(d) Both statements are FALSE

Answer: (a)

169. Information is available for a construction project under the given heads:
A. Contract value of the project
B. Costs incurred to date
C. Estimated cost to complete the balance work
D. Costs paid to date
The percentage completion of the project is dependent of which of the following?

(a) A and C

(b) Only D

(c) B and C

(d) A and D

Answer: (c)

170. As a communication medium, language has two components: spoken language and _____ communication.

(a) Non verbal
(b) business
(c) Commercial
(d) electronic

Answer: (a)

171. Body language, the facial expression, the tone of voice will be considered as which type of communication?

(a) verbal communication
(b) non-verbal communication
(c) written communication
(d) grapevine communication

Answer: (b)

172. English grammar needs an understanding of how many type of different parts of speech for effective communication?

(a) Four
(b) Six
(c) Eight
(d) ten

Answer: (c)

173. In English grammar what is termed as [illegible]g of name, place, person or thing

(a) Noun
(b) Verb
(c) Adverb
(d) Pronoun

Answer: (a)

174. The dress code is an example of which type of communication

(a) Verbal communication
(b) Non-verbal communication
(c) Spoken communication
(d) Written communication

Answer: (b)

175. Which of the following is correct in spelling

(a) Acording to
(b) Sincerely
(c) 50 precent
(d) definately

Answer: (b)

176. Lateral communication _____

(a) Is between superior and subordinate

(b) Is between the same cadre of personal

(c) Is between subordinate and superior

(d) Between a superior of one division and subordinate of other division

Answer: (b)

177. What is the meaning of word "communis" that is the Latin word and the word communication is derived from the same?

(a) Community

(b) Common

(c) Marxist

(d) Share

Answer: (b)

178. Reviews and critiques fall under which of the following document category?

(a) Instructional

(b) Persuasive

(c) Personal

(d) Commercial

Answer: (b)

179. 7 c's of communication are

(a) Clarity, Correctness, Conciseness, Courtesy, Concreteness, Consideration, Completeness.

(b) Clarity, cordialness, calmness, correctness, Concreteness, consideration , creditworthiness

(c) Clarity, cordialness, calmness, correctness, Consideration, Completeness, confidence

(d) Confidence, cordialness, calmness, courtesy, Concreteness, Consideration, Completeness.

Answer: (a)

180. A good business message is the result of considered effort on the part of the author and involves four stages. The four stages are:

(a) Posturing, drawing, rendering, posting

(b) Positioning, decoding, recording, polishing

(c) Preparing, doodling, revising, presenting

(d) Planning, drafting, reviewing, publishing

Answer: (d)

Discipline5

181. _____ is used as the substitute for informal communication

(a) The vertical communication

(b) The horizontal communication

(c) The grapevine communication

(d) The visual communication

Answer: (c)

182. Which of the below mentioned option is considered as the most effective method of communication?

(a) The verbal communication
(b) The grapevine communication
(c) The written communication
(d) The visual or non-verbal communication

Answer: (c)

183. Internal communication is _____

(a) Communication between people outside the organization and people inside the organization
(b) The internal exchange of communication, idea and information (within organization)
(c) Communication via Internet /E-mail
(d) Communication between people inside the organization to people outside the organization

Answer: (b)

184. Simplicity of language and clarity of _____ make it easy of the reader to understand.

(a) Synonyms
(b) Articles
(c) Logic
(d) Construction

Answer: (c)

185. There are various barriers to effective communi on. Which of the following is not a barrier to effective communication

(a) The restrictive environment in the o
(b) The ethical communication system in the anization
(c) The emotional distractions in the organization
(d) Increased number of messages

Answer: (b)

186. You are meeting a client in a social setting, for a business context. How would you have a conversation with them?

(a) Discuss the recent football match
(b) Talk only about work
(c) Start the conversation with a topic of mutual interest, and then gradually discuss work
(d) Discuss the recent political environment

Answer: (c)

187. What is the term used to describe the emotion or feeling in your voice?

(a) Tone
(b) Sarcasm
(c) Sentiment
(d) Verbal communication

Answer: (a)

188. Which of the following is not the principle of business letter writing

(a) Clarity

(b) Consideration

(c) Correctness

(d) Concurrency

Answer: (d)

189. Read the sentence given below
(a) in communication process the technical jargon cannot be a barrier (b) if the translation of certain communication is faulty it also leads to faulty communication

(a) (a) is incorrect (b) is correct

(b) Both (a) and (b) are correct

(c) Both (a) and (b) are incorrect

(d) (b) is incorrect and (a) is correct

Answer: (a)

190. Which of the following is not matched correctly

(a) The lack of attention in communication = the psychological barriers

(b) The wheel-communication network = communication flow from top to bottom and also from bottom to top

(c) The informal communication = the appropriate feedback to the management

(d) Definite and clean flow = advantage of formal communication channel

Answer: (c)

191. To locate the records quickly and easily and when they are required, they are arranged and stored in orderly, efficiently and neatly, the process is called as

(a) The index process

(b) The mail process

(c) The filing process

(d) The recording process

Answer: (a)

192. The office manager will manage all of the following except one, identify the odd one out

(a) The workplace

(b) The worker

(c) The workstation

(d) The workflow

Answer: (b)

193. The secretary is responsible for all routine office duties except _____

(a) Deciding the job role and salary of the employee

(b) take dictation and transcribe the same on computer.

(c) Tabulate data, make simple calculations etc.

(d) Do correspondence with other organizations on the instructions of the executive

Answer: (a)

194. Franking machine in office is

(a) Printing machine

(b) Postal stamp machine

(c) Mailing machine

(d) Photocopier machine

Answer: (b)

195. According to researcher Mehrabian, percentage of verbal and nonverbal communication is effective, respectively?

(a) 17 % and 83 %

(b) 23 % and 77 %

(c) 7 % and 93 %

(d) 93% and 7%

Answer: (c)

196. A _____contains decisions, resolutions, and directions for starting the policies of the company.

(a) Policy manual

(b) Organizational manual

(c) Administrative practice manual

(d) Departmental practice manual

Answer: (a)

197. The word Secretary is derived from the Latin wo Secretarius" which means "a _____person".

(a) Private

(b) Confidential

(c) Executive

(d) Responsible

Answer: (b)

198. A secretary should inculcate the habit of adjusting with different types of_____

(a) Persons

(b) Persons and situations

(c) Situations

(d) Superior

Answer: (b)

199. Secretarial work carried out through the office includes _____of policies.

(a) orders and instructions

(b) formulation

(c) communication

(d) drafting

Answer: (c)

200. Which of the following statements are True?
i) The secretary of a Government department is appointed on the basis of seniority, service record and experience. ii) It is the Accountant, not the Secretary of a local body, who prepares the annual budget estimates. iii) Collection and collation of factual data for decision-making by the Minister are the responsibility of the chief of the statistical division, not that of the secretary of the department. iv) The secretary of the department has to keep the Minister informed about the working of the department.

(a) (i) & (iv)

(b) (i) (ii) & (iv)

(c) (i) (iii) & (iv)

(d) (ii) & (iv)

Answer: (a)

Answer key

Answer key from the Delhi Subordinate Services Selection Board's official answer key for this sitting. "—" means the key gave none.

General Awareness

1	**(a)**	2	**(a)**	3	**(b)**	4	**(a)**	5	**(d)**
6	**(b)**	7	**(b)**	8	**(d)**	9	**(d)**	10	**(c)**
11	**(a)**	12	**(c)**	13	**(a)**	14	**(b)**	15	**(c)**
16	**(d)**	17	**(a)**	18	**(a)**	19	**(d)**	20	**(a)**

General Ability

21	**(a)**	22	**(c)**	23	**(c)**	24	**(b)**	26	**(d)**
27	**(b)**	28	**(c)**	29	**(b)**	31	**(d)**	32	**(b)**
33	**(a)**	34	**(b)**	35	**(d)**	36	**(b)**	37	**(c)**
38	**(a)**	39	**(c)**	40	**(a)**				

General English

83	**(b)**	84	**(b)**	85	**(a)**	88	**(a)**	89	**(b)**
90	**(c)**	91	**(d)**	92	**(b)**	98	**(c)**	99	**(d)**
100	**(b)**								

Discipline1

101	**(b)**	102	**(a)**	103	**(d)**	104	**(a)**	105	**(d)**
106	**(c)**	107	**(a)**	108	**(b)**	109	**(d)**	110	**(c)**
111	**(b)**	112	**(c)**	11[illegible]	**(c)**	114	**(b)**	115	**(d)**
116	**(a)**	117	**(d)**	118	**(b)**	119	**(b)**	120	**(a)**

Discipline2

121	**(a)**	122	**(c)**	123	**(c)**	124	**(c)**	125	**(c)**
126	**(c)**	127	**(a)**	128	**(a)**	129	**(a)**	130	**(b)**
131	**(b)**	132	**(a)**	133	**(b)**	134	**(b)**	135	**(b)**
136	**(c)**	137	**(a)**	138	**(b)**	139	**(a)**	140	**(c)**

Discipline3

141	**(a)**	142	**(c)**	143	**(a)**	144	**(b)**	145	**(a)**
146	**(d)**	147	**(d)**	148	**(b)**	149	**(c)**	150	**(c)**
151	**(c)**	152	**(b)**	153	**(a)**	154	**(d)**	155	**(a)**
156	**(a)**	157	**(a)**	158	**(a)**	159	**(c)**	160	**(d)**

Discipline4

161	**(a)**	162	**(a)**	163	**(c)**	164	**(d)**	165	**(d)**
166	**(c)**	167	**(c)**	168	**(a)**	169	**(c)**	170	**(a)**
171	**(b)**	172	**(c)**	173	**(a)**	174	**(b)**	175	**(b)**
176	**(b)**	177	**(b)**	178	**(b)**	179	**(a)**	180	**(d)**

Discipline5

181	**(c)**	182	**(c)**	183	**(b)**	184	**(c)**	185	**(b)**
186	**(c)**	187	**(a)**	188	**(d)**	189	**(a)**	190	**(c)**
191	**(a)**	192	**(b)**	193	**(a)**	194	**(b)**	195	**(c)**
196	**(a)**	197	**(b)**	198	**(b)**	199	**(c)**	200	**(a)**