

**Sikkim Public Service Commission**  
**Main Written Examination for the Post of Sub Inspector**  
**PAPER - II (BBA)**

Time allowed: 3.00 Hrs

Maximum Marks: 250

**INSTRUCTION TO CANDIDATES**

*Read the instructions carefully before answering the questions: -*

1. **IMMEDIATELY AFTER THE COMMENCEMENT OF THE EXAMINATION, YOU SHOULD CHECK THAT THIS BOOKLET DOES NOT HAVE ANY UNPRINTED OR TORN OR MISSING PAGES OR ITEMS ETC. IF SO, GET IT REPLACED BY A COMPLETE TEST BOOKLET.**

**Use only Black Ball Point Pen to fill the OMR Sheet.**

2. Do not write anything else on the OMR Answer Sheet except the required information.  
**This Test Booklet contains 50 questions in MCQ Mode in Part I to be marked in OMR Sheet. Part II and Part III are Subjective Questions which have to be written on separate answer sheet provided to you.**
3. Before you proceed to mark in the Answer Sheet (OMR), you have to fill in some particulars in the Answer Sheet (OMR) as per given instructions.
4. After you have completed filling in all your responses on the Answer Sheet (OMR) and the examination has concluded, you should hand over the Answer Sheet (OMR) and separate answer sheet to the Invigilator only. You are permitted to take with you the Test Booklet.

**5. Marking Scheme**

**THERE WILL BE NEGATIVE MARKING FOR WRONG ANSWERS MARKED BY A CANDIDATE IN THE OBJECTIVE TYPE QUESTIONS**

- i. There are four alternatives for the answer to every question. For each question for which a wrong answer has been given by the candidate, one-third of the marks assigned to the question will be deducted as penalty.
- ii. If a candidate gives more than one answer, it will be treated as a wrong answer even if one of the given answers happens to be correct and there will be same penalty as above to the question.
- iii. If a question is left blank. i.e., no answer is given by the candidate; there will be no penalty for that question.

**DO NOT OPEN THIS TEST BOOKLET UNTIL YOU ARE ASKED TO DO SO**

**Section – I**

**Choose the correct option for the following: (3x50=150)**

1. **Which is not a very good method of learning vocabulary?**
  - A. Writing
  - B. Watching Movies
  - C. Talking and Reading
  - D. Both (A) and (B)
2. **The assets that can be converted into cash within a short period (i.e. 1 year or less) are known as: -**
  - A. Current Assets
  - B. Fixed Assets
  - C. Intangible Assets
  - D. Investment
3. **Patents, Copyrights and Trademarks are: -**
  - A. Current Assets
  - B. Fixed Assets
  - C. Intangible Assets
  - D. Investment
4. **Maximum value of correlation is-**
  - A. 2
  - B. 1.5
  - C. 1
  - D. 0
5. **MIS stands for?**
  - A. Management Information System
  - B. Multiple Information System
  - C. Maximum Information System
  - D. None of the above
6. **Demand is determined by-**
  - A. Price of the product
  - B. Relative price of other goods
  - C. Tastes and habits
  - D. All of the above
7. **Under \_\_\_\_\_, price is determined by the interaction of total demand and total supply in the market.**
  - A. Perfect Competition
  - B. Monopoly
  - C. Imperfect Competition
  - D. All of the above
8. **Distinction between private sector and public sector is determined on the basis of-**
  - A. Economic System
  - B. Motive
  - C. Principle of Pricing
  - D. All of the above



9. **Name of interface used by a blind person to perform operations on a computer is-**
- A. Sensor
  - B. Icon
  - C. Braille
  - D. Touch screen
10. **Type of software which is used to create slide show is-**
- A. Web Design Software
  - B. Presentation Software
  - C. Word-processing Software
  - D. Spreadsheet Software
11. **Which theory assumes that people are naturally lazy and will avoid work and responsibilities, if possible?**
- A. Theory X
  - B. Theory Y
  - C. Theory Z
  - D. None of the above
12. **Who is known as the 'Father of Scientific Management'?**
- A. Henri Fayol
  - B. F.W. Taylor
  - C. Mary Parker Follett
  - D. Harold Koontz
13. **EOQ is a (an) \_\_\_\_\_ inventory system.**
- A. Periodic
  - B. Continuous
  - C. Optimal
  - D. Economic
14. **Programmer who works with high level languages and have better understanding with applications are considered as-**
- A. Design Programmer
  - B. Application Programmer
  - C. Analysis Programmer
  - D. Train Programmer
15. **Psychologists work in-**
- A. Private Practice
  - B. Forensic Fields
  - C. Rehabilitation Facilities
  - D. Clinical Pharmacy
16. **Which of these must be avoided in a Technical Report?**
- A. Facts
  - B. Logical Conclusion
  - C. Objective Evaluation
  - D. Subjective Evaluation

17. **An agreement which is enforceable by law at the option of one or more of the parties there to but not at the option of other or others is\_\_\_\_\_**  
A. A Void Contract  
B. A Voidable Contract  
C. A Valid Contract  
D. A Bilateral Contract
18. **A minor can be an\_\_\_\_\_.**  
A. Agent  
B. Partner  
C. Surety  
D. None of the above
19. **A consideration can simply be explained as-**  
A. Profit  
B. Income  
C. Benefit  
D. Acceptance
20. **Section 5, of the Contract Act, deals with-**  
A. Communication of Contract  
B. Acceptance of Contract  
C. Revocation of Proposals and Acceptances  
D. Consideration of Contract
21. **An accounting approach, in which expected benefits exceed expected cost is classified as-**  
A. Benefit Approach  
B. Cost Approach  
C. Cost-Benefit Approach  
D. Accounting Approach
22. **Flow of goods and services, from start of gathering materials until delivery of products, is known as-**  
A. Flow Chart Analysis  
B. Supply Chain Analysis  
C. Resource Chain Analysis  
D. Acquiring Analysis
23. **Step by step business functions, in which product or services must have customer usefulness is classified as-**  
A. Value Chain  
B. Useful Chain  
C. Product Chain  
D. Service Chain
24. **The extended P's of service marketing mix is-**  
A. People, Product, Place  
B. Price, Physical Evidence, Promotion  
C. Physical Evidence, Process, People  
D. Product, Process, Physical Environment

25. Which one of the following factor relates to family that influences consumer behavior?
- A. Cultural
  - B. Social
  - C. Personal
  - D. Business
26. Which is the process to resolve conflict according to March and Simon?
- A. Problem Solving
  - B. Politics
  - C. Persuasion
  - D. All of these
27. \_\_\_\_\_ context refers to the relationship between the sender and the receiver.
- A. Social
  - B. Physical
  - C. Cultural
  - D. Chronological
28. Financial Management is mainly concerned with-
- A. All aspects of acquiring and utilizing financial resources for firms activities
  - B. Arrangement of Funds
  - C. Efficient Management of every business
  - D. Profit Maximization
29. Limit of FDI in Insurance Sector:
- A. 47%
  - B. 50%
  - C. 49%
  - D. 51%
30. Objective of work study is to improve-
- A. Cycle Time
  - B. Productivity
  - C. Production
  - D. All of the above
31. Inadequate production capacity ultimately leads to-
- A. Poor Quality
  - B. Poor Customer Service
  - C. Poor Inventory Control
  - D. All of the above
32. A list of jobs duties, responsibilities, reporting relationship and working conditions is called-
- A. Job Enhancement
  - B. Job Specification
  - C. Job Description
  - D. Job Enlargement



33. **Dramatic reduction of manpower is called-**  
A. Termination  
B. Retrenchment  
C. Down Sizing  
D. Right Sizing
34. **Liberalization means-**  
A. Reducing number of reserved industries from 17 to 8.  
B. Liberating the industry, trade and economy from unwanted restrictions.  
C. Opening up of economy to the world by attaining international competitiveness.  
D. Free determination of interest rates.
35. **NAFTA is an example of-**  
A. Common Market  
B. Customers Union  
C. Economic Community  
D. Free Trade Area
36. **Which one is not an International Organization?**  
A. SAARC  
B. ASEM  
C. ASEAN  
D. CBDT
37. **The main objective of International Monetary Fund (IMF) is-**  
A. To promote International Trade  
B. To help Economically backward countries  
C. To maintain stable exchange rates  
D. To promote International Liquidity
38. **In which year was the Reserve Bank of India established?**  
A. 1945  
B. 1947  
C. 1935  
D. 1953
39. **A Joint Stock Company is managed by the Board of Directors elected by-**  
A. Top Management  
B. Shareholders  
C. Employees of Company  
D. None of the above
40. **'Grape Wine' is term used in relation to-**  
A. Formal Communication  
B. Informal Communication  
C. Horizontal Communication  
D. Vertical Communication
41. **Sick enterprise is referred to-**  
A. World Bank  
B. SIDBI  
C. RBI  
D. BIFR

42. Which one of the following is not the social responsibility of business?
- A. Adopting villages for development
  - B. Setting up educational institutes
  - C. Opening research and development departments
  - D. Construction of temple
43. Which one of the following is not related to Business Ethics?
- A. Environmental Ethics
  - B. Social Responsibility of business
  - C. Profiteering
  - D. Ecological Consciousness
44. PERT stands for-
- A. Production Estimation & Research Technique
  - B. Project Evaluation and Review Technique
  - C. Project Estimation & Research Technique
  - D. None of the above
45. OPEC is an example of the type of producer's organization known as a :
- A. Marketing Board
  - B. Producer's Cooperative
  - C. Trust
  - D. Cartel
46. Largest Life Insurance Company in India is:
- A. The New India Assurance Company Limited
  - B. Life Insurance Corporation of India (LIC)
  - C. United India Insurance Company Limited
  - D. National Insurance Company Limited
47. Note issuing department of RBI should always possess the minimum gold stock of worth:
- A. Rs. 85 crores
  - B. Rs. 115 crores
  - C. Rs. 200 crores
  - D. None of these
48. National Housing is a controlled enterprise of:
- A. NABARD
  - B. UTI
  - C. RBI
  - D. LIC of India
49. Corporate tax is imposed by:
- A. State Government
  - B. Local Government
  - C. Central Government
  - D. Both A and C

50. The traditional theory of motivation is the theory of:

- A. Path-goal
- B. Participation
- C. Motivation-hygiene
- D. Fear and Punishment

**PART - II**

Attempt **ANY TWO** Questions out of the following:

**(25x2=50)**

1. "All contracts are agreements but all agreements are not contracts." Comment with suitable arguments.
2. Explain clearly the Maslow's need hierarchy theory. How does it differ from that of the Herzberg's 'two factor theory'?
3. Discuss the various methods and techniques of Training.
4. Describe the concept of Goodwill and explain the various methods of its valuation.
5. What do you understand by Long-term Capital? What are the various sources of Long term Finance available to a Public Limited Company?



### **PART - III**

**Attempt ANY FIVE Questions from the following:**

**(10x5=50)**

1. "A contract without consideration is void." Comment on the statement and give its exceptions.
2. Discuss the important principles of management.
3. What do you understand by Market Segmentation? Evaluate the various bases of Market Segmentation.
4. Write short notes on:
  - (a) Reserve Capital
  - (b) Oversubscription of Shares
5. What do you mean by Financial Management? Discuss its objectives.
6. Discuss the various roles of HR Manager.
7. Explain the different types of Marketing Research.
8. Write short notes on:
  - (a) Skimming pricing
  - (b) Cost-plus pricing

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