

This booklet contains 8 printed pages.

Question Booklet No. : 500863

Question Booklet for TDP (General) 5th Semester Exam., 2018

**MARKETING MANAGEMENT AND HUMAN  
RESOURCE MANAGEMENT**

Full Marks : 40 ]

FIFTH PAPER ( Group-II )

[ Time : 1 Hour

Question Booklet SET No. : A

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OMR Answer  
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(As printed in the OMR Answer Sheet)

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1. Which concept of marketing is/are customer oriented?

- [A] Old concept of marketing
- [B] Modern concept of marketing
- [C] Entity concept of business
- [D] All of the above

5. Modern marketing function involves

- [A] warehousing
- [B] sales planning
- [C] marketing research
- [D] All of the above

2. Marketing is

- [A] qualitative process
- [B] logical process
- [C] mathematical process
- [D] managerial process

6. Marketing mix consists of

- [A] price
- [B] promotion
- [C] place
- [D] All of the above

3. Marketing environment consists of

- [A] set of interacting forces
- [B] external forces
- [C] internal forces
- [D] None of the above

7. Personal selling is a part of

- [A] price
- [B] product
- [C] promotion programme
- [D] value

4. Global marketing is a result of

- [A] domestic change
- [B] privatization
- [C] globalization
- [D] All of the above

8. A brand includes

- [A] symbol
- [B] design
- [C] combination of name and symbol
- [D] All of the above

9. Which is not a form of Internet Marketing?

- [A] On-line marketing
- [B] Internet advertising
- [C] E-marketing
- [D] Product mix and branding

12. What is product line?

- [A] Group of different products
- [B] More than one product
- [C] Different brands
- [D] All of the above

10. Channels of distribution is known as

- [A] trade channel
- [B] proper channel
- [C] path channel
- [D] None of the above

13. The green marketing concept refers to

- [A] agricultural marketing
- [B] environment friendly
- [C] agro-based industrial marketing
- [D] euro-agricultural marketing

11. Which of the following is pricing objective?

- [A] Market penetration
- [B] Market share
- [C] Competition
- [D] All of the above

14. Sub-division of market is called as

- [A] market segmentation
- [B] separation
- [C] allocation of marketing
- [D] market



15. Relationship marketing is a form of marketing developed from

- [A] brand
- [B] production style
- [C] direct response marketing
- [D] All of the above

16. The promotion mix involves

- [A] advertising
- [B] personal selling
- [C] sales promotion
- [D] All of the above

17. Skimming pricing implies

- [A] experimental pricing
- [B] low pricing
- [C] high pricing
- [D] None of the above

18. Which of the following PLC stages is in correct order?

- [A] Introduction, adolescence, growth, decline
- [B] Introduction, growth, maturity, decline
- [C] Introduction, maturity, growth, decline
- [D] Introduction, growth, saturation, maturity

19. What is cognitive dissonance?

- [A] Buying behaviour
- [B] Pre-purchase behaviour
- [C] Post-purchase behaviour
- [D] None of the above

20. E-marketing is

- [A] buying and selling of goods and services through Internet
- [B] buying of goods through Internet
- [C] selling of goods through Internet
- [D] All of the above

21. Which one of the following is not a function of human resource management (HRM)?
- [A] Recruitment and selection
  - [B] Training and development
  - [C] Performance appraisal
  - [D] Procurement of finance
22. Human resource planning is a
- [A] reactive process
  - [B] negative process
  - [C] proactive process
  - [D] positive process
23. Job analysis is
- [A] collection of data about a job
  - [B] job rotation
  - [C] job specification
  - [D] job expansion
24. Which one of the following is the method of job evaluation?
- [A] Questionnaire method
  - [B] Point rating method
  - [C] Observation method
  - [D] Interview method
25. Recruitment is the process of
- [A] setting disputes
  - [B] giving promotions
  - [C] scratching prospective candidates
  - [D] None of the above
26. Apprenticeship programme is which one of the following widely used training method?
- [A] Off-the-job
  - [B] On-the-job
  - [C] Both [A] and [B]
  - [D] None of the above
27. Workers participation in management can take place at which levels?
- [A] Shop-floor
  - [B] Plant level
  - [C] Enterprise level
  - [D] All of the above
28. Human resource development consists of
- [A] training
  - [B] career planning and development
  - [C] performance appraisal
  - [D] All of the above

29. Which of the following statements is/are true?

[A] Industrial relation reduces productivity

[B] Industrial relation helps to avoid industrial conflict

[C] Both [A] and [B]

[D] None of the above

30. Application blanks provide

[A] information about an employee

[B] information about the job

[C] information about the organization

[D] information about the overall work culture

31. Works committee is constituted in organization having

[A] more than 500 workers

[B] less than 100 workers

[C] more than 100 workers

[D] None of the above

32. Operating functions of HRM are also known as

[A] managerial functions

[B] staffing functions

[C] organizing functions

[D] All of the above

33. Which one of the following is an internal source of recruitment?

[A] Advertisements

[B] Present employees

[C] Campus recruitment

[D] Management consultants

34. Patterned interview is one in which

[A] tensions are created deliberately

[B] total information of a person is sought

[C] what is to be asked is structured

[D] Both [A] and [B]



35. Glass ceiling relates to

- [A] ergonomics
- [B] recruitment
- [C] gender bias
- [D] promotion

36. Human resource department is

- [A] line department
- [B] functional department
- [C] strategic plan
- [D] corporate development plan

37. Merit rating is not known as

- [A] efficiency rating
- [B] service rating
- [C] job rating
- [D] experience rating

38. The mechanism to identify employees growth potentials is done through

- [A] job enrichment
- [B] job evaluation
- [C] job assessment center
- [D] position description

39. Which is not relevant of succession planning?

- [A] Analysis of the demand for managers
- [B] Review of existing executives
- [C] Planning individuals career paths
- [D] Recruitment to meet immediate needs

40. Which Council was established in India by Government of India in the year 1966 to promote safety consciousness among workers in industries?

- [A] Factory Advice Council
- [B] National Safety Council
- [C] National Industrial Council
- [D] Safety Regulations Council

## Question Booklet for TDP (General) 5th Semester Exam., 2018

## INFORMATION TECHNOLOGY AND E-COMMERCE

Full Marks : 40 ]

FIFTH PAPER (Group-I)

[ Time : 1 Hour

Question Booklet SET No. : A

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1. Which enables us to send the same letter to different persons?

- [A] Macros
- [B] Template
- [C] Mail merge
- [D] None of the above

2. Which of the following is word processing software?

- [A] WordPerfect
- [B] Easy Word
- [C] MS-Word
- [D] All of the above

3. Which of the following files starts MS-Word?

- [A] winword.exe
- [B] word.exe
- [C] msword.exe
- [D] word2003.exe

4. Ctrl + N

- [A] saves a document
- [B] opens a document
- [C] opens a new document
- [D] closes a document

5. Which of the following is not valid version of MS-Office?

- [A] Office XP
- [B] Office Vista
- [C] Office 2007
- [D] None of the above

6. By default, on which page the header or the footer is printed?

- [A] On first page
- [B] On alternate page
- [C] On every page
- [D] None of the above

7. Ctrl + F

- [A] opens find and replace dialog box with activating find tab
- [B] opens page setup dialog box with activating layout tab
- [C] opens font dialog box with activating font tab
- [D] opens file save as dialog box

8. Portrait and landscape are

- [A] page orientation
- [B] paper size
- [C] page layout
- [D] All of the above

9. The word count command on the tools menu displays the number of words as well as the number of \_\_\_\_\_ in the current document.
- [A] lines
  - [B] characters
  - [C] paragraphs
  - [D] All of the above
10. Which of the following devices can be used to directly image printed text?
- [A] OCR
  - [B] OMR
  - [C] MICR
  - [D] All of the above
11. Which of the following toolbars allows changing of fonts and their sizes?
- [A] Standard
  - [B] Formatting
  - [C] Print Preview
  - [D] None of the above
12. Ctrl + C
- [A] copies the selected text
  - [B] cuts the selected text
  - [C] prints the selected text
  - [D] pastes the selected text
13. Which of the following is not a font style?
- [A] Bold
  - [B] Italics
  - [C] Regular
  - [D] Superscript
14. From where can you access save command in MS-Word?
- [A] Home Tab
  - [B] Insert Tab
  - [C] Review Tab
  - [D] None of the above
15. Which of the following helps to reduce spelling error in the document?
- [A] AutoFormat
  - [B] AutoCorrect
  - [C] Smart Tags
  - [D] Auto Text
16. Which of the following statements is false?
- [A] You can find deleted files in Recycle Bin.
  - [B] You can restore any files in Recycle Bin if you ever need.
  - [C] You can increase free space of disk by sending files in Recycle Bin.
  - [D] You can right click and choose empty Recycle Bin to clean it at once.

17. Which device is used for connecting computers in star topology?

- [A] Router
- [B] Bridge
- [C] Hub
- [D] Repeater

18. You should save your computer from

- [A] Viruses
- [B] Trojan
- [C] Worms
- [D] All of the above

19. World Wide Web is being standard by

- [A] World Wide Corporation
- [B] W3C
- [C] World Wide Consortium
- [D] World Wide Web Standard

20. Which of the following is utility software?

- [A] Operating system
- [B] Compiler
- [C] Antivirus
- [D] All of the above

21. Which of the following is system software?

- [A] Operating system
- [B] Word package
- [C] Utilities
- [D] All of the above

22. Recently deleted files are stored in

- [A] Recycle Bin
- [B] desktop
- [C] taskbar
- [D] My Computer

23. The date and time displays on

- [A] taskbar
- [B] status bar
- [C] System Tray
- [D] launch pad

24. Google is

- [A] search engine
- [B] compiler
- [C] word processor
- [D] None of the above



25. SPSS is

- [A] a software package for statistical analysis
- [B] a software package for system development
- [C] a software package for text editing
- [D] None of the above

26. You organize files by storing them in

- [A] archives
- [B] folders
- [C] indexes
- [D] lists

27. What type of resources is most likely to be a shared common resource in a computer network?

- [A] Printers
- [B] Speakers
- [C] Floppy disk drives
- [D] Keyboards

28. To create Web pages we use a term called

- [A] TCP/IP
- [B] WWW
- [C] HTML
- [D] FTP

29. What is a light pen?

- [A] A mechanical input device
- [B] Optical input device
- [C] Electronic input device
- [D] Optical output device

30. Which key can be used to view slide show?

- [A] F5
- [B] F2
- [C] F7
- [D] F9

31. Which one of the following is not one of the major types of e-commerce?

- [A] C2B
- [B] B2C
- [C] B2B
- [D] C2C

32. VGA is

- [A] Video Graphics Array
- [B] Visual Graphics Array
- [C] Volatile Graphics Array
- [D] Video Graphics Adapter

33. MSI stands for

- [A] Medium Scale Integrated Circuits
- [B] Medium System Integrated Circuits
- [C] Medium Scale Intelligent Circuit
- [D] Medium System Intelligent Circuit

34. WAN stands for

- [A] Wap Area Network
- [B] Wide Area Network
- [C] Wide Array Net
- [D] Wireless Area Network

35. MICR stands for

- [A] Magnetic-Ink Character Reader
- [B] Magnetic-Ink Code Reader
- [C] Magnetic-Ink Cases Reader
- [D] None of the above

36. Which of the following is a part of the central processing unit?

- [A] Printer
- [B] Keyboard
- [C] Mouse
- [D] Arithmetic and logic unit

37. CAD stands for

- [A] Computer-Aided Design
- [B] Computer Algorithm for Design
- [C] Computer Application in Design
- [D] Computer Analogue Design

38. Junk e-mail is also called

- [A] spam
- [B] spoof
- [C] sniffer script
- [D] spool

39. Hackers

- [A] all have the same motive
- [B] break into other people's computers
- [C] may legally break into computers as long as they do not do any damage
- [D] are people who are allergic to computers

40. Firewalls are used to protect

- [A] home networks
- [B] corporate networks
- [C] Both [A] and [B]
- [D] None of the above



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Question Booklet No. :

500544

Question Booklet for TDP (General) 5th Semester Exam., 2019

**MARKETING MANAGEMENT AND HUMAN  
RESOURCE MANAGEMENT**

Full Marks : 40 ]

FIFTH PAPER ( Group-II )

[ Time : 1 Hour

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OMR Answer

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1. Recruitment is the process of
  - [A] searching for prospective candidates
  - [B] employing new persons
  - [C] placing persons properly
  - [D] None of the above
2. Selection process
  - [A] helps in locating candidates
  - [B] determines the suitability of the candidate
  - [C] prepares employers for training
  - [D] None of the above
3. Which of the following is the external source of recruitment?
  - [A] Promotion from within
  - [B] Transfer of employees
  - [C] Unsolicited applicants
  - [D] None of the above
4. Internal source of recruitment includes
  - [A] employment through exchanges
  - [B] employment through contractors
  - [C] promotion from within
  - [D] None of the above
5. Recruitment at the factory gate is generally done in case of
  - [A] skilled labour
  - [B] unskilled labour
  - [C] skilled as well as unskilled labour
  - [D] None of the above
6. Job analysis should always be done
  - [A] before recruitment
  - [B] after recruitment
  - [C] at the time of placement
  - [D] None of the above
7. Employment exchanges are very good sources of
  - [A] external recruitment
  - [B] internal recruitment
  - [C] direct recruitment
  - [D] None of the above
8. Under workers participation scheme
  - [A] decision making is delegated to the group
  - [B] workers give suggestion
  - [C] workers decide their work themselves
  - [D] None of the above

9. The \_\_\_\_\_ programme once installed must be continued on a permanent basis.

- [A] job evaluation
- [B] training and development
- [C] recruitment
- [D] All of the above

10. Majority of the disputes in industries is related to the problem of

- [A] wages
- [B] salaries
- [C] benefits
- [D] All of the above

11. When appraisals are made by superiors, peers, subordinates and clients, then it is called

- [A] 360-degree feedback
- [B] 180-degree feedback
- [C] self-appraisal
- [D] None of the above

12. Which is the simplest and most popular technique for appraising employee performance?

- [A] Rating scales
- [B] Critical incident
- [C] Cost accounting
- [D] BARS

13. The two most common types of e-marketing plans are known as the venture capital plan and the

- [A] Nike plan
- [B] tablecloth plan
- [C] strategic plan
- [D] napkin plan

14. E-marketers working in emerging economies should know and understand

- [A] how many credit cards are in circulation
- [B] consumer attitudes towards credit card purchases
- [C] Both [A] and [B]
- [D] None of the above

15. The Government of India introduced the Workers Participation in Management' Bill in parliament in

- [A] 1983
- [B] 1988
- [C] 1990
- [D] 1981

16. Which of the following is not a characteristic of the workers participation in management?

- [A] Consequence sharing
- [B] Application of upward control
- [C] Participation in decision making
- [D] One-time activity in the life of the organization

17. Which of the following is not a labour legislation?

- [A] Factories Act
- [B] Minimum Wages Act
- [C] Untouchability Abolition Act
- [D] Equal Remuneration Act

18. In which year did the Trade Union Movement start in India?

- [A] 1975
- [B] 1939
- [C] 1935
- [D] 1918

19. Which of the following factors is responsible for weakening the Trade Union in India?

- [A] Absence of rank and file leadership
- [B] Absence of one union in one industry
- [C] Politicalization of unions
- [D] All of the above

20. Trade Unions are the principal schools in which the workers learn lesson of \_\_\_\_\_ and \_\_\_\_\_.

- [A] spirit of combination, class consciousness
- [B] Social evils, exploitation
- [C] Self-reliance, solidarity
- [D] None of the above



21. The term marketing refers to
- [A] new product improvements and concepts
  - [B] advertising and promotion activities
  - [C] a philosophy that stresses customer value and satisfaction
  - [D] planning sales campaigns
22. Which of the following phrases reflects the marketing concept?
- [A] The supplier is a king in the market
  - [B] Marketing should be viewed as hunting not gardening
  - [C] This is what I make won't you please by it
  - [D] This is what I want won't you please make it
23. Which of the following is the most recent stage of marketing solution?
- [A] Marketing development era
  - [B] Production era
  - [C] Sales era
  - [D] Marketing company era
24. Which of the following is **not** included in the marketing management process used by the marketing manager to achieve its objectives?
- [A] Planning marketing activities
  - [B] Raising funds to finance the marketing projects
  - [C] Controlling marketing plans
  - [D] Directing implementation of the marketing plans
25. Marketing begins and ends with
- [A] consumer
  - [B] transport
  - [C] price
  - [D] product
26. A consumer chooses an alternative which gives maximum
- [A] usage
  - [B] utility
  - [C] durability
  - [D] satisfaction
27. The external factors of consumer behaviour are also called as
- [A] environmental factors
  - [B] consumer behavior factors
  - [C] product factors
  - [D] specific factors
28. The psychological factors influencing consumer behavior are
- [A] motivation, perception, learning, beliefs and attitudes
  - [B] culture, subculture and social class
  - [C] reference groups, family, roles and status
  - [D] All of the above

29. Which of the following is **not** included as a basic idea in the definition of marketing concepts?

[A] Total company effort

[B] Profit

[C] Productivity

[D] Customer satisfaction

30. Which of the following is **not** an element of the marketing mix?

[A] Distribution

[B] Product

[C] Target market

[D] Pricing

31. The extended Ps of service marketing mix is

[A] people, product, place

[B] price, physical evidence, promotion

[C] physical evidence, process, people

[D] product, process, physical environment

32. The most basic level of a product is called the

[A] core product

[B] central product

[C] fundamental product

[D] augmented product

33. The term marketing mix describes

[A] a composite analysis of all environmental factors inside and outside the firm

[B] a series of business decisions that aid in selling a product

[C] the relationship between firm's marketing strengths and its business weaknesses

[D] a blending of strategic elements to satisfy specific target markets

34. The purpose of segmentation is to \_\_\_\_\_ changing pattern of consumers.

[A] measure

[B] access

[C] identify

[D] usage rate

35. A market may be segmented by classifying people according to their enthusiasm for a product is termed as

- [A] attitude segmentation
- [B] geographic segmentation
- [C] socioeconomic segmentation
- [D] psychographic segmentation

36. The development function of HRM includes

- [A] Human Resource Development
- [B] Training and Development
- [C] Total Quantity Management
- [D] All of the above

37. Managerial function of HRM is meant for \_\_\_\_\_ of the organization.

- [A] administration
- [B] smooth running
- [C] financial stability
- [D] None of the above

38. \_\_\_\_\_ describes the duties of the job, skill and qualification required for it.

- [A] Job analysis
- [B] Job enlargement
- [C] Job enrichment
- [D] Job evaluation

39. \_\_\_\_\_ is a process of searching for prospective employees and stimulating them to apply for job.

- [A] Selection
- [B] Training
- [C] Recruitment
- [D] Induction

40. The process of choosing the right person for the right job is called \_\_\_\_\_.

- [A] recruitment
- [B] promotion
- [C] selection
- [D] orientation



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Question Booklet for TDP (General) 5th Semester Exam., 2019

**INFORMATION TECHNOLOGY AND E-COMMERCE**

Full Marks : 40 ]

FIFTH PAPER (Group-I)

[ Time : 1 Hour

Question Booklet SET No. : A

**DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO**

Read the following INSTRUCTIONS carefully :

1. Use black/blue dot pen only.
2. Fill in the particulars given below in this page.
3. Fill in the particulars (on the Side 1) of the OMR Answer Sheet as per Instructions contained in OMR Answer Sheet.
4. The SET No. of this Question Booklet is A. Write the SET No. at the specific space provided in the OMR Answer Sheet.
5. There are 40 (forty) questions in this Question Booklet, each carrying 1 (one) mark.
6. Each question or incomplete statement is followed by 4 (four) suggestive answers—[A], [B], [C] and [D] of which only one is correct. Mark the correct answer by darkening the appropriate circle.
7. Marking of more than one answer against any question will be treated as incorrect response and no mark shall be awarded.
8. Any change in answer made or erased by using solid or liquid eraser will damage the OMR Answer Sheet resulting in rejection of the whole Answer Sheet by the computer. Therefore, do not change or erase once the answer is marked.
9. No part of the Question Booklet shall be detached or defaced under any circumstances.
10. Use of mobile phone, calculator, log table, compass, scale and any electronic gadget is strictly prohibited in the Examination Hall.
11. Question Booklet and the OMR Answer Sheet must be returned to the Invigilator within 1 (one) Hour of the commencement of the examination.
12. Adoption of unfair means in any form or violation of instruction as mentioned in Point No. 10 shall result into expulsion from the entire examination.
13. The candidate must ensure that the Question Booklet and OMR Answer Sheet are signed by the Invigilator.
14. After opening the Question Booklet, check the total number of printed pages and report to the Invigilator in case of any discrepancy.

Roll Number :

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OMR Answer Sheet No. :

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(As printed in the OMR Answer Sheet)

Verified and found correct

Full Signature of the Candidate

Signature of the Invigilator with date

1. Where are data and programme stored when the processor uses them?

- (A) Main memory
- (B) Secondary memory
- (C) Disk memory
- (D) Programme memory

2. \_\_\_\_\_ represents raw facts, whereas \_\_\_\_\_ is data made meaningful.

- (A) Information, reporting
- (B) Data, information
- (C) Information, bit
- (D) Record, byte

3. Magnetic disk is an example of

- (A) secondary memory
- (B) primary memory
- (C) main memory
- (D) Both (A) and (B)

4. Which one of the following is not a computer language?

- (A) MS-Excel
- (B) BASIC
- (C) COBOL
- (D) C++

5. The computer abbreviation KB usually means

- (A) key block
- (B) kernel boot
- (C) kilobyte
- (D) Kitbit

6. Light pen and joystick are

- (A) algorithms
- (B) input devices
- (C) output devices
- (D) portals

7. In MS-Word, which enables us to send the same letter to different persons?

- (A) Macro
- (B) Template
- (C) Mailmerge
- (D) None of the above

8. In MS-Word, by default, on which page the header or the footer is printed?

- (A) On first page
- (B) On alternate page
- (C) On every page
- (D) None of the above



9. In MS-Word, Ctrl+F

- [A] opens find and replace dialog box with activating find tab
- [B] opens page setup dialog box with activating layout tab
- [C] opens font dialog box with activating font tab
- [D] opens file save as dialog box

10. Portrait and landscape are

- [A] page orientation
- [B] paper size
- [C] page layout
- [D] All of the above

11. In MS-Word, which of the following helps to reduce spelling error in the document?

- [A] Autoformat
- [B] AutoCorrect
- [C] Smart tags
- [D] Autotext

12. Recently deleted files are stored in

- [A] Recycle Bin
- [B] desktop
- [C] taskbar
- [D] My Computer

13. The date and time displays on

- [A] taskbar
- [B] status bar
- [C] system tray
- [D] launch pad

14. Google is a

- [A] search engine
- [B] compiler
- [C] word processor
- [D] None of the above

15. SPSS is

- [A] a software package for statistical analysis
- [B] a software package for system development
- [C] a software package for text editing
- [D] None of the above

16. The first cell in EXCEL worksheet is labelled as

- [A] AA
- [B] A1
- [C] Aa
- [D] A0



17. We change the \_\_\_\_\_ to create a document in wide format.

- [A] page orientation
- [B] page margins
- [C] paper style
- [D] paper source

18. CD-ROM stands for

- [A] Compactable Read Only Memory
- [B] Compact Data Read Only Memory
- [C] Compactable Disk Read Only Memory
- [D] Compact Disk Read Only Memory

19. MICR stands for

- [A] Magnetic Ink Character Reader
- [B] Magnetic Ink Code Reader
- [C] Magnetic Ink Cases Reader
- [D] None of the above

20. Microsoft PowerPoint is a

- [A] database program
- [B] spreadsheet program
- [C] presentation program
- [D] word processing program

21. Which of the following is the default page setup orientation for slides in PowerPoint?

- [A] Vertical
- [B] Landscape
- [C] Portrait
- [D] None of the above

22. A modem is connected to

- [A] a telephone line
- [B] a keyboard
- [C] a printer
- [D] a monitor

23. \_\_\_\_\_ is computer software designed to operate the computer hardware and to provide platform for running application software.

- [A] Application software
- [B] System software
- [C] Software
- [D] Operating system

24. Which of the following is not a database application?

- [A] dBase
- [B] Flash
- [C] FoxPro
- [D] Access

25. In MS-Excel, what is an intersection of a row and a column?

- [A] Form
- [B] Cursor
- [C] Cell
- [D] Record

26. Which of the following performs modulation and demodulation?

- [A] Coaxial cable
- [B] Fibre-optic
- [C] Satellite
- [D] Modem

27. In Excel, which one denotes a range from B1 through B5?

- [A] B1-B5
- [B] B1 : B5
- [C] B1 to B5
- [D] B1 & B5

28. To create queries in Access

- [A] you can drag and drop fields on query builders
- [B] you can type the SQL command in SQL view
- [C] you can use query wizard or design view
- [D] All of the above

29. A \_\_\_\_\_ enables you to view data from a table based on a specific criterion.

- [A] form
- [B] query
- [C] macro
- [D] report

30. Which of the following describes e-commerce?

- [A] Doing business electronically
- [B] Doing business
- [C] Sale of goods
- [D] All of the above

31. Firewall

- [A] is a hardware
- [B] is a software
- [C] can be a hardware as well as a software
- [D] None of the above

32. Which of the following functions is provided by an operating system?

- [A] Process management
- [B] File management
- [C] I/O management
- [D] All of the above

33. Which topology is arranged in the form of a tree structure?

- [A] Hybrid topology
- [B] Bus topology
- [C] Star topology
- [D] Hierarchical topology

34. The address of a computer on a network is known as

- [A] machine address
- [B] IP address
- [C] host address
- [D] None of the above

35. Which of the following is a utility software?

- [A] Operating system
- [B] Compiler
- [C] Antivirus
- [D] All of the above

36. To delete a selected file permanently from computer, we use which of the following, shortcut keys?

- [A] Shift + del
- [B] Ctrl + del
- [C] Alt + del
- [D] None of the above

37. Amazon.com is a/an

- [A] search engine site
- [B] email site
- [C] e-commerce site
- [D] None of the above

38. What types of resources are most likely to be shared common resource in a computer network?

- [A] Printers
- [B] Speakers
- [C] Floppy disk drives
- [D] Keyboards

39. Junk e-mail is also called

- [A] spam
- [B] spoof
- [C] sniffer script
- [D] spool

40. Ctrl + C in MS-Word

- [A] copies the selected text
- [B] cuts the selected text
- [C] prints the selected text
- [D] pastes the selected text