

Online Examinations (Even Sem/Part-I/Part-II Examinations 2020 - 2021)

Course Name - –Consumer Affairs

Course Code - BBA204

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Answer all the questions. Each question carry one mark.

9. 1. The term “consumer” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- Section 2(1)
- Section 2(7)
- Section 2(10)
- Section 2(15)

10. 2. According to section 1(2) of the Consumer Protection Act, 2019, the Act extends to-

Mark only one oval.

- a. The whole of India
- b. The whole of India except the state of J&K
- c. The whole of India except the state of Nagaland
- d. The whole of India except the state of Goa

11. 3. The term “complainant” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(1)
- b. Section 2(2)
- c. Section 2(4)
- d. Section 2(5)

12. 4. The term “consumer” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(1)
- b. Section 2(7)
- c. Section 2(10)
- d. Section 2(15)

13. 5. The term “consumer dispute” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(7)
- b. Section 2(8)
- c. Section 2(9)
- d. Section 2(10)

14. 6. The term “deficiency” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(1)
- b. Section 2(5)
- c. Section 2(9)
- d. Section 2(11)

15. 7. The term “direct selling” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(10)
- b. Section 2(11)
- c. Section 2(13)
- d. Section 2(14)

16. 8.The term “defect” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(10)
- b. Section 2(11)
- c. Section 2(12)
- d. Section 2(13)

17. 9. The term “e-commerce” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(10)
- b. Section 2(12)
- c. Section 2(14)
- d. Section 2(16)

18. 10. The term “electronic service provider” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(16)
- b. Section 2(17)
- c. Section 2(18)
- d. Section 2(19)

19. 11. The term “endorsement” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(16)
- b. Section 2(17)
- c. Section 2(18)
- d. Section 2(19)

20. 12. The term “express warranty” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(16)
- b. Section 2(18)
- c. Section 2(19)
- d. Section 2(20)

21. 13. The term “goods” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(16)
- b. Section 2(18)
- c. Section 2(12)
- d. Section 2(21)

22. 14. The term “harm” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(21)
- b. Section 2(22)
- c. Section 2(23)
- d. Section 2(24)

23. 15. The term “manufacturer” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(21)
- b. Section 2(22)
- c. Section 2(23)
- d. Section 2(24)

24. 16. The term “mediation” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(21)
- b. Section 2(23)
- c. Section 2(25)
- d. Section 2(27)

25. 17. The term “National Commission” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(21)
- b. Section 2(25)
- c. Section 2(29)
- d. Section 2(32)

26. 18. The term “product liability” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(32)
- b. Section 2(34)
- c. Section 2(36)
- d. Section 2(38)

27. 19. The term “service” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(42)
- b. Section 2(47)
- c. Section 2(43)
- d. Section 2(45)

28. 20. The term “State Commission” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(41)
 b. Section 2(42)
 c. Section 2(43)
 d. Section 2(44)

29. 21. The term “unfair trade practice” is defined under _____ of the Consumer Protection Act, 2019

Mark only one oval.

- a. Section 2(41)
 b. Section 2(42)
 c. Section 2(46)
 d. Section 2(47)

30. 22. ----- economy is not planned, controlled or regulated by the Govt.

Mark only one oval.

- a. Closed Economy
 b. Mixed Economy
 c. Free market economy
 d. None of these

31. 23. The main objectives of macroeconomic policy is

Mark only one oval.

- a. A high and stable level of employment
- b. A low and stable rate of inflation
- c. A stable and satisfactory rate of economic
- d. All of these

32. 24. Globalisation refers to

Mark only one oval.

- a. A more integrated and interdependent world
- b. Lower income world wide
- c. Less foreign trade and investment
- d. Global warming

33. 25. Which of the following is not a driver of globalization?

Mark only one oval.

- a. The fragmentation of consumer taste between countries
- b. The competitive process
- c. The need to gain economies of scale
- d. None of these

34. 26. In this type of economic system, the Govt. intervention is maximum

Mark only one oval.

- a. Free enterprise economy
- b. Socialist economy
- c. Mixed economy
- d. None of these

35. 27. -----is an economic system where the means of production are owned and managed by the jointly by State and private organizations

Mark only one oval.

- a. Capitalism
- b. Socialism
- c. Mixed Economy
- d. Common economy

36. 28. India adopts

Mark only one oval.

- a. Social
- b. Capitalist
- c. Mixed
- d. None of these.

37. 29. In which economic system is known as 'Laissez faire'?

Mark only one oval.

- a. Social
- b. Capitalist
- c. Mixed
- d. None of these.

38. 30. -----is an economic system where the means of production are owned and managed by the State

Mark only one oval.

- a. Capitalism
- b. Socialism
- c. Mixed Economy
- d. Common economy

39. 31. EPZ stands for -----

Mark only one oval.

- a. Export Processing Zone
- b. Export Promotion Zone
- c. External Promotion zone
- d. None of these

40. 32. -----concerned with the obligation and duties of business to the society?

Mark only one oval.

- a. Social responsibility
- b. Status
- c. Authority
- a. None of these

41. 33. Which item of the budget is concerned with the current expenditure of Govt. on administration ?

Mark only one oval.

- a. Capital expenditure
- b. Revenue expenditure
- c. Deferred expenditure
- d. None of thes

42. 34. The Consumer Protection Act was enacted in the year

Mark only one oval.

- a. 1972
- b. 1986
- c. 1948
- d. 1970

43. 35. Consumer is a person

Mark only one oval.

- a. A person who purchases goods or hires services for a consideration
- b. A person who purchases the goods for resale
- c. A person who obtains services without consideration
- d. A person who purchases goods without consideration

44. 36. The term service includes

Mark only one oval.

- a. All free services
- b. All commercial services
- c. All personal services
- d. All welfare service

45. 37. The National Commission can entertain complaints where the value of goods or services and compensation if any claimed exceeds

Mark only one oval.

- a. 1 crore
- b. 50 lakhs
- c. 20 lakhs
- d. 30 lakhs

46. 38. The State Commission can entertain complaints where the value of goods or services and compensation if any claimed

Mark only one oval.

- a. Exceeds 50 lakhs but does not exceed 1 crore
- b. Exceeds 20 lakhs but does not exceed 1 crore
- c. Exceeds 75 lakhs but does not exceed 1 crore
- d. Exceeds 1 crore

47. 39. Every member of District Forum shall hold office for a term of

Mark only one oval.

- a. 5 years
- b. 3 years
- c. 2 years
- d. 4 years

48. 40. The District Forum can entertain complaints where the value of goods or services and compensation if any claimed should not exceed

Mark only one oval.

- a. 20 lakhs
- b. 50 lakhs
- c. 1 crore
- d. 30 lakhs

49. 41. CSR stands for _____?

Mark only one oval.

- a. Company Social Responsibility
- b. Corporate Social Rights
- c. Corporate Social Responsibility
- d. Company Social Rights

50. 42. ----- is the obligation of a subordinate to perform the duty assigned by his superior.

Mark only one oval.

- a. Authority
- b. Responsibility
- c. Division of labour
- d. Accountability

51. 43. ----- means an individual should receive orders and instructions from only one superior.

Mark only one oval.

- a. Unity of command
- b. Span of control
- c. Scalar chain
- d. None of these

52. 44. is the activity of influencing people to strive willingly for group of objectives.

Mark only one oval.

- a. Motivation
- b. Leadership
- c. Communication
- d. None of these

53. 45. In style of leadership a manager centralizes decision making power in himself

Mark only one oval.

- a. Autocratic
- b. Participative
- c. Free rein
- d. None of these

54. 46. seeks to determine norms and values.

Mark only one oval.

- a. Culture
- b. Normative science
- c. Value
- d. None of these

55. 47. leader tries to make the subordinates to feel that they are actually participating in decision making even though he had already taken the decision.

Mark only one oval.

- a. Participative
 b. Free rein
 c. Manipulative autocrat
 d. None of these

56. 48. Leadership gives complete freedom to subordinates.

Mark only one oval.

- a. Authoritarian
 b. Participative
 c. Free rein
 d. None of these

57. 49..... Leadership is also referred as fatherly leadership.

Mark only one oval.

- a. Autocratic
 b. Participative
 c. Free rein
 d. Paternalistic

58. 50. Means a process of stimulating people to action to accomplish desired goals.

Mark only one oval.

- a. Motivation
- b. Leadership
- c. Communication
- d. None of these

59. 51. According to Need Hierarchy theory, the human needs are

Mark only one oval.

- a. Limited
- b. Unpredictable
- c. Unlimited
- d. All of these

60. 52. is the need for love and affection.

Mark only one oval.

- a. Safety
- b. Esteem
- c. Social
- d. Physiological

61. 53. ----- blends concepts from psychology and sociology.

Mark only one oval.

- a. Corporate strategy
- b. Anthropology
- c. Political science
- d. Social psychology

62. 54. The science that focuses on the influence people have on one another is

Mark only one oval.

- a. Psychology
- b. Anthropology
- c. political science
- d. social psychology

63. 55. Which of the following OB topics is not central to managing employees' fears about terrorism?

Mark only one oval.

- a. Emotion
- b. Motivation
- c. Communication
- d. work design

64. 56. Today's managers understand that the success of any effort at improving quality and productivity must include

Mark only one oval.

- a. process reengineering
- b. quality management programs
- c. customer service improvements
- d. employees

65. 57. _____ is discretionary behaviour that is not part of an employee's formal job requirement, but that promotes the effective functioning of the organization.

Mark only one oval.

- a. Productivity
- b. Motivation
- c. Organizational citizenship
- d. Organizational behavior

66. 58. Which of the following statements is true about the term "ability", as it is used in the field of organizational behaviour?

Mark only one oval.

- a. It refers to an individual's
- b. It is a current assessment of what an willingness to perform various tasks.
- c. It refers exclusively to intellectual skills.
- d. It refers exclusively to physical skillsindividual can do.

67. 59. What role did the meat play in Pavlov's experiment with dogs?

Mark only one oval.

- a. an unconditioned response
- b. a conditioned stimulus
- c. a conditioned response
- d. an unconditioned stimulus

68. 60. Which of the following is not true of classical conditioning?

Mark only one oval.

- a. Classical conditioning is passive.
- b. Classical conditioning can explain simple reflexive behaviors.
- c. Learning a conditioned response involves building an association between a conditioned stimulus and an unconditioned stimulus.
- d. A neutral stimulus takes on the properties of a conditioned stimulus.

69. 61. What is the most relevant application of perception concepts to OB?

Mark only one oval.

- a. the perceptions people form about each other
- b. the perceptions people form about their employer
- c. the perceptions people form about their culture
- d. the perceptions people form about society

70. 62.is once view of reality

Mark only one oval.

- a. Attitude
- b. Perception
- c. Outlook
- d. Personality

71. 63. Which is also known as a non- reinforcement

Mark only one oval.

- a. Punishment
- b. Negative reinforcement
- c. Extinction
- d. all of these

72. 64.is the process of screening out information that we are uncomfortable with or that contradict to our beliefs

Mark only one oval.

- a. Perceptual context
- b. Selective perception
- c. Halo effect
- d. Stereotyping

73. 65. Which of the following is not a function of management?

Mark only one oval.

- Planning
- Staffing
- Co-operation
- Controlling

74. 66. Policy formulation is the function of _____.

Mark only one oval.

- Top level management
- Middle level management
- Operational management
- Lower level management

75. 67. Henry Fayol was a _____

Mark only one oval.

- Social scientist
- Accountant
- Mining engineer
- Production engineer

76. 68. The principals of management are significant because of _____.

Mark only one oval.

- increase in efficiency
- Adaptation of changing technology
- optimum utilization of resources
- All of these

77. 69. Observe the following management principles and pick the odd one out. Justify your answer.

Mark only one oval.

- Unity of command
- Unity of direction
- Maximum output
- Equity

78. 70. Which of following is not among the levels of management?

Mark only one oval.

- Top level management
- Intermediate Level
- Middle level management
- Lower level management

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