

Online Assessment (Even Sem/Part-I/Part-II Examinations 2019 - 2020)

Course Name - Consumer Affairs

Course Code - BBA204(BL)

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Answer all the questions. Each question carry one mark.

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

Mark only one oval.

- Section 2(1)
- Section 2(3)
- Section 2(6)
- Section 2(10)

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

Mark only one oval.

- Section 2(10)
- Section 2(11)
- Section 2(13)
- Section 2(14)

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

Mark only one oval.

- Section 2(10)
- Section 2(12)
- Section 2(14)
- Section 2(16)

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

Mark only one oval.

- Section 2(16)
- Section 2(17)
- Section 2(18)
- Section 2(19)

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

Mark only one oval.

- Section 2(16)
- Section 2(18)
- Section 2(19)
- Section 2(20)

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

Mark only one oval.

- Section 2(21)
- Section 2(23)
- Section 2(25)
- Section 2(27)

15. 7. The term “product liability” is defined under _____ of the Consumer Protection Act, 2019 of India for his removal can be preferred by

Mark only one oval.

- Section 2(32)
- Section 2(34)
- Section 2(36)
- Section 2(38)

16. 8. CSR is

Mark only one oval.

- The same as business ethics
- A theory about ethics
- The integration of social and environmental concern in the daily business of the firm
- The title of a Govt. Committee

17. 9. What does the PPP or P3 initiative refer to? Governor for the consideration of the President?

Mark only one oval.

- Public policy papers
- Public Private Partnership
- Private Procurement Production
- Personal Production Proposal

18. 10. Which of the following economists is regarded as the developer of the theory of Comparative Advantage?

Mark only one oval.

- Adam Smith
- David Ricardo
- Joseph Stiglitz
- Amartya Sen

19. 11. Globalization refers to

Mark only one oval.

- A more integrated and interdependent world
- Lower income world wide
- Less foreign trade and investment
- Global warming

20. 12. Which bank is called the Central Bank?

Mark only one oval.

- RBI
- SBI
- IDBI
- ICICI

21. 13. Which item of the budget is concerned with the current expenditure of Govt. on administration?

Mark only one oval.

- Capital expenditure
- Revenue expenditure
- Deferred expenditure
- None of these

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

Mark only one oval.

- Exceeds 50 lakhs but does not exceed 1 crore
- Exceeds 20 lakhs but does not exceed 1 crore
- Exceeds 75 lakhs but does not exceed 1 crore
- Exceeds 1 crore

23. 15. What benefit is derived from competitive rivalry?

Mark only one oval.

- Price war
- Differentiation
- Alliances
- Higher marketing budgets

24. 16. Consumer is

Mark only one oval.

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

25. 17. The term service includes

Mark only one oval.

- All free services
- All commercial services
- All personal services
- All welfare services

26. 18. The number of members required to form a District Forum is

Mark only one oval.

2

3

5

7

27. 19. Authority flows from

Mark only one oval.

Top to Bottom

Bottom to top

Horizontally

All of these

28. 20. _____ means an individual should receive orders and instructions from only one superior.

Mark only one oval.

Unity of command

Span of control

Scalar chain

None of these

29. 21. A leader should have

Mark only one oval.

- Technical Knowledge
- Empathy
- Initiative
- All of these

30. 22. Which of the following writs may be issued to enforce a Fundamental Right?
Autocratic style of leadership is also known as

Mark only one oval.

- Authoritarian
- Participative
- Free rein
- All of these

31. 23. _____ seeks to determine norms and values.

Mark only one oval.

- Culture
- Normative science
- Value
- None of these

32. 24. Participative leadership is also referred as leadership

Mark only one oval.

- Democratic
- Consultative
- Ideographic
- All of these

33. 25. The science that focuses on the subject of influencing people on one another is called

Mark only one oval.

- Psychology
- Anthropology
- political science
- social psychology

34. 26. Which of the following fields has most helped us understand differences in fundamental values, attitudes, and behaviour among people in different countries?

Mark only one oval.

- Anthropology
- Psychology
- political science
- operations research

35. 27. Most valuable asset in an organization is

Mark only one oval.

- Land and building
- Human being
- Cash and bank balances
- technology

36. 28. Which of the following is not a biographical characteristic?

Mark only one oval.

- political affiliation
- age
- Sex
- tenure

37. 29. In Pavlov's experiment, the bell was a/an

Mark only one oval.

- In Pavlov's experiment, the bell was a/an
- unconditioned response
- conditioned stimulus
- conditioned response

38. 30. In attribution theory, what is distinctiveness?

Mark only one oval.

- whether an individual displays consistent behaviors in different situations
 - whether an individual displays different behaviors in different situations
 - whether an individual displays consistent behaviors in similar situations
 - whether an individual displays different behaviors in similar situations
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