

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

23-0006-AB

TEST BOOKLET
PAPER-II

Time Allowed: 1 hr

Maximum Marks: 50

EMPLOYABILITY SKILL

INSTRUCTIONS TO CANDIDATES

Read the instructions carefully before answering the questions: -

1. This Test Booklet consists of 08 (eight) pages and has 50 (fifty) questions.
2. 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.
3. Please note that it is the candidate's responsibility to fill in the Roll Number and other required details carefully and without any omission or discrepancy at the appropriate places in the OMR Answer Sheet. Any omission/discrepancy will render the OMR Answer Sheet liable for rejection.
4. Do not write anything else on the OMR Answer Sheet except the required information. Before you proceed to mark in the OMR Answer Sheet, please ensure that you have filled in the required particulars as per given instructions.
5. Use only Black Ball Point Pen to fill the OMR Answer Sheet.
6. Each question comprises of 04 (four) responses (answers). You are required to select the response which you want to mark on the OMR Answer Sheet. In case you feel that there is more than one correct response, mark the response which you consider the best. In any case, choose *ONLY ONE* response for each item.
7. After you have completed filling in all your responses on the OMR Answer Sheet and the examination has concluded, you should hand over to the Invigilator *only the OMR Answer Sheet*. You are permitted to take the Test Booklet with you.
8. Penalty for wrong answers in case of Multiple Choice based Questions:
THERE WILL BE PENALTY FOR WRONG ANSWERS MARKED BY A CANDIDATE.
 - (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.

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Choose the correct answer for the following questions:

1. What is the maximum limit for BHIM app transaction per day per account as on March, 2023?
 - (a) 25,000
 - (b) 50,000
 - (c) 1,00,000
 - (d) 1,50,000
2. Kinesthetic is the interpretation of body language such as –
 - (a) Facial expressions
 - (b) Gestures
 - (c) Non-verbal behavior related to movement
 - (d) All of these
3. Maintaining the quality of something at a certain level is called
 - (a) sustainability
 - (b) longevity
 - (c) being creative
 - (d) being qualitative
4. Rearrange the following words to form a sentence.
oldman/ reading/ was/ the/ newspaper
 - (a) Newspaper was reading the oldman
 - (b) newspaper reading the oldman was
 - (c) The old man was reading newspaper
 - (d) None of the above.

Direction for question no.5:

The teacher makes the following announcement:

“A team of painters are coming tomorrow to paint the walls. There are plastic sheets in my room on the desk. I want you to put them over your desks.”

Based on the announcement, answer the following question:

5. What does the teacher want the trainees to do?
 - (a) Bring the paint from her room.
 - (b) Take the books from her desk.
 - (c) Cover the desks with plastic sheets.
 - (d) None of the above
6. The phrase, " May I explain what I mean? is used to _____.
 - (a) elaborate
 - (b) apologize
 - (c) agree
 - (d) disagree
7. What is communication?
 - (a) Encoding > Decoding
 - (b) Send > Received
 - (c) Receiver > Sender
 - (d) Decoding > Encoding

8. What is Pradhan Mantri Suraksha Bima Yojana (PMSBY)?
- (a) Accidental insurance cover
 - (b) Life insurance cover
 - (c) Overdraft up to Rs.5,000/-
 - (d) None of above
9. How can effective communication be recognized?
- (a) Through expressions
 - (b) By the tone of voice
 - (c) Through body language
 - (d) All of the above
10. One way of improving your communication skills is by _____.
- (a) Practicing alone
 - (b) Practicing with friends and getting feedback
 - (c) Observing others
 - (d) Rejecting any feedback given
11. It is important to always choose words to suit the person(s) you are talking to because _____.
- (a) It shows you are not interested in communicating with them.
 - (b) You need to show off your word knowledge.
 - (c) The other person needs to understand your message.
 - (d) Communication is always difficult.
12. The _____ serves as an interface between the computer and the user.
- (a) Monitor
 - (b) Operating System
 - (c) Output Device
 - (d) Hardware
13. Arranging words or creating different styles of word on MS Word is called as _____.
- (a) Coloring
 - (b) Modifying
 - (c) Editing
 - (d) Formatting
14. Cell Address is a combination of _____ and _____ of the cell.
- (a) Row name and Column Number
 - (b) Row and column width
 - (c) Column Number and Row height
 - (d) Column Name and Row number
15. MS Excel workbooks by default are saved with _____ extension.
- (a) .xlsx
 - (b) .xl
 - (c) .excel
 - (d) .msel
16. Which among the following is not an internet browser?
- (a) Google Chrome
 - (b) Mozilla Firefox
 - (c) Microsoft Edge
 - (d) Data Channel D

17. What is the minimum age to register as an apprentice?
- (a) 10
 - (b) 14
 - (c) 18
 - (d) 21
18. The largest government agency that helps small entrepreneurs is the _____.
- (a) Ministry of Defence
 - (b) Government Entrepreneurship Unit
 - (c) MSME (Ministry of Micro, Small & Medium Enterprises)
 - (d) Financial Agencies
19. _____ tab is used by ITI students to register for apprenticeship using the official website.
- (a) Third party aggregator
 - (b) Candidate registration
 - (c) ITI registration
 - (d) Establishment
20. Which of these is a quality of an entrepreneur?
- (a) Hardworking
 - (b) Creative
 - (c) Risk taker
 - (d) All of the Above
21. What does 'T' in SWOT analysis stand for?
- (a) Time
 - (b) Threat
 - (c) Target
 - (d) Technology
22. The best way to identify customers' needs is _____.
- (a) Through 3rd person
 - (b) By advertising on newspaper
 - (c) By observation and message
 - (d) By talking to them and survey
23. _____ is the act of setting up and running a business, taking on risks in the hope of profit.
- (a) Entrepreneurship
 - (b) Employment
 - (c) Both A & B
 - (d) None of the above
24. Which of these is a sign of good stress?
- (a) It prevents you from pursuing your goals.
 - (b) It makes you doubt yourself.
 - (c) Does not lead to long-term tension, loss of sleep.
 - (d) Makes you physically ill or causes pain.
25. _____ refers to the process of budgeting, saving, investing and spending resources well.
- (a) Money Management
 - (b) Stress Management
 - (c) Time Management
 - (d) None of the above

26. When spending money, last priority should be given to _____.
- (a) Wants
 - (b) Needs
 - (c) Desires
 - (d) All of the above
27. The three stages of Money Management are Saving, Investment and _____.
- (a) Expenditure
 - (b) Spending
 - (c) Income
 - (d) All of the above
28. To safeguard the workforce, many labour and industrial laws have been established by the _____.
- (a) Employer
 - (b) Employee
 - (c) Government
 - (d) Customer
29. Factories Act ensures to regulate the working conditions of workers in the factory. Which of the following may be an objective of Factories Act?
- (a) To protect the health condition of workers in factories
 - (b) To provide higher education
 - (c) To force workers to work overtime
 - (d) None of the above
30. Which of the following categories of employees are covered under Employees State Insurance Act?
- (a) Casual employees
 - (b) Temporary employees
 - (c) Contract employees
 - (d) All of the above
31. Labour Laws help the employees to improve their social status by boosting the _____.
- (a) Working hours
 - (b) Morale
 - (c) Profits
 - (d) Losses
32. Which of this is a part of your career development?
- (a) Your abilities
 - (b) Your interests
 - (c) Your determination
 - (d) All of the above
33. Choose a statement that is not true of SMART goals
- (a) It makes life a lot easier
 - (b) It's difficult to understand
 - (c) It helps us in building our dream career
 - (d) It helps us to stay on track to achieve the most important things in life

34. Why is it important to align your interests and abilities to the work that you do?
- (a) It helps to be really happy and successful
 - (b) It helps to enjoy career more
 - (c) It helps to feel more satisfied.
 - (d) All of the above.
35. Objective of greeting a customer is -
- (a) To give the customer positive attention and engage in conversation
 - (b) To make the customer feel welcomed and important
 - (c) To make the customer feel welcomed by making eye contact, by smiling and greeting
 - (d) All of the above
36. Probing questions helps you -
- (a) To identify customer's specific needs
 - (b) To learn customer's pain point
 - (c) To introduce yourself well to the customer.
 - (d) Building trust so you can receive honest feedback.
37. If the customer is not buying your product or service, to keep them happy which of the following things should be done?
- (a) Compel them to buy the product/service
 - (b) Offer the customer alternatives or other interesting offers
 - (c) Argue with the customer
 - (d) All of the above
38. What is workplace diversity?
- (a) The differences people bring to their jobs based on gender, age, race, ethnicity, or professional background.
 - (b) Promoting someone based on their beliefs.
 - (c) Giving some people more chance to express themselves over others.
 - (d) All of the above
39. What is positive discrimination?
- (a) Being friendlier with certain employees over others
 - (b) Favoring a job candidate from an under-represented group over another candidate
 - (c) Selecting someone from a minority group for special privileges
 - (d) All of the above
40. Which of the following statements is/are true?
- A.) Sexual orientation is defined by an individual's sexual preference defined by the gender he or she is sexually attracted to**
 - B.) Addressing sexual orientation as an element of diversity is important to avoid harassment and discrimination**
 - C.) Speaking about a person's sexual preference in team meetings promotes team bonding.**
- (a) A and C are correct
 - (b) A and B are correct
 - (c) B and C are correct
 - (d) None of the above are correct

41. If you notice a breach in the guidelines of the company D&I policy, who can you officially report this to?
- (a) Supervisor
 - (b) Managers
 - (c) Location Ethics Counselor
 - (d) All of these
42. The results of the job analysis are written in a statement known as _____.
- (a) Job evaluation
 - (b) Job description
 - (c) Job specification
 - (d) None of these
43. Bank launched to provide loans to small entrepreneurs:
- (a) MUDRA
 - (b) Udyog
 - (c) Laghu Udyog
 - (d) Ujjawal
44. _____ is the ability to understand another person's thoughts and feelings in a given situation from their point of view, rather than your own.
- (a) Sympathy
 - (b) Empathy
 - (c) Conflict Resolution
 - (d) Resilience
45. Under which category of "Pillar of Character" does the action *be accountable for* fall under?
- (a) Trustworthiness
 - (b) Caring
 - (c) Responsibility
 - (d) Fairness
46. Many human values seem good or right due to:
- (a) positive feelings
 - (b) internal happiness
 - (c) natural acceptance
 - (d) All of these
47. What is growth mindset?
- (a) Willingness to grow, change and learn
 - (b) Mindset that is rigid and cannot change easily
 - (c) Assumption that intelligence and skills are relatively set
 - (d) Perspective through which individuals view their talent, intelligence and capabilities as static and unchangeable.
48. Which of the following is/are 21st century skills?
- (a) Digital Literacy
 - (b) Career mindset
 - (c) Financial Literacy
 - (d) All of above

49. Behavioral skills include:

- (a) Time Management:
- (b) Communication:
- (c) Decision-Making:
- (d) All of the above

50. _____ is the Government of India's endeavor to promote culture of innovation and entrepreneurship.

- (a) SEED
 - (b) STEP
 - (c) AIC
 - (d) AIM
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