



**Paper - II**  
**Tourism Administration & Management**

Booklet Code

A

Test Booklet No.

SUBJECT CODE : 39

Roll No. :

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(Figures as per admission card)

Roll No. (in words) :

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OMR Sheet No. :

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Name and Signature of Invigilator/s

Signature : \_\_\_\_\_

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Time : 2 Hours

Maximum Marks : 200

Number of Pages in this Booklet : 16

Number of Questions in this Booklet : 100

**Instructions for the Candidates**

1. Write your roll number in the space provided on the top of this page.
2. This paper consists of hundred (100) multiple-choice type of questions.
3. At the commencement of examination, the test booklet will be given to you. In the first 5 minutes, you are requested **To Open the Booklet and Compulsorily Examine it as Below:**
  - (i) To have access to the Test Booklet, tear off the paper seal on the edge of the cover page. Do not accept a booklet without sticker seal or open booklet.
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  - (iii) After the verification is over, the Test Booklet Number should be entered in the OMR Sheet and the OMR Sheet Number should be entered on this Test Booklet.
4. Each item has four alternative responses marked (A), (B), (C) and (D). You have to darken the circle as indicated below on the correct response against each item.  
**Example :** Ⓐ   Ⓑ   ●   Ⓓ  
where (C) is the correct response.
5. Your responses to the questions are to be indicated in the **OMR Sheet kept inside this Booklet**. If you mark at any place other than in the circles, the OMR Sheet will not be evaluated.
6. Read the instructions given in OMR Sheet carefully. Fill the Booklet Code of Paper-II in OMR Sheet **Compulsorily**.
7. Rough Work is to be done in the end of this booklet.
8. If you write your name or put any mark on any part of the OMR Answer Sheet, except for the space provided for the relevant entries, which may disclose your identity, you will render yourself liable to disqualification.
9. You have to return the OMR answer Sheet to the invigilators at the end of the examination compulsorily and must NOT carry it with you outside the Examination Hall.
10. You can take away test booklet and carbon copy of OMR Answer Sheet after the examination.
11. **Use only Blue/Black Ball point pen.**
12. **Use of any calculator, electronic gadgets or log table, etc. is prohibited.**
13. **There is no negative mark for incorrect answer.**

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1. Why was the World Travel and Tourism Council (WTTC) formed?
  - (A) To promote the importance of Travel and Tourism as the largest industry in the world
  - (B) To address the lack of consolidated data and industry voice in the Travel and Tourism sector
  - (C) To advocate for the recognition of Travel and Tourism by governments as a top priority
  - (D) All of the above
2. Which airports were included in the first phase of the implementation of the Digi Yatra app?
  - (A) Hyderabad, Delhi, Varanasi
  - (B) Kolkata, Bangalore, Pune
  - (C) Delhi, Bangalore, Varanasi
  - (D) Hyderabad, Vijayawada, Pune
3. What is the Mantra of Swadesh Darshan scheme 2.0?
  - (A) Vocal for Local
  - (B) Atmanirbhar Bharat Abhiyan
  - (C) Hunar Haat
  - (D) Both (A) and (B)
4. Which one of the following is the landmark year of publication of "Caring for the Earth : A Strategy for Sustainable Living", Published by World Wide Fund for Nature, United Nations Environment Programme?
  - (A) 1993
  - (B) 1991
  - (C) 1994
  - (D) 1992
5. How many Archaeological Survey of India (ASI) protected monuments have been reported missing by the Ministry of Culture?
  - (A) 72
  - (B) 50
  - (C) 28
  - (D) 17
6. Arrange the following organisations in chronological order of their establishment/formation :
  - (1) Pacific Asia Travel Association
  - (2) International Union for conservation of nature
  - (3) India Tourism Development Corporation
  - (4) The Indian Association of Tour Operators
  - (A) 2, 1, 3, 4
  - (B) 1, 3, 2, 4
  - (C) 1, 2, 4, 3
  - (D) 1, 2, 3, 4
7. What are the three major aspects of Gunn's model (1972) of tourism related to a site of attraction?
  - (A) The Core, The Periphery, The Boundary
  - (B) The Centre, The Buffer Zone, The Exclusion Area
  - (C) The Nucleus, The Zone of Closure, The Inviolable Belt
  - (D) The Central Area, The Surrounding Region, The Protected Zone



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8. Which of the following statements is false regarding their point of departure?
- (A) Maharaja Express starts from: Delhi
- (B) The Golden Chariot starts from: Bangalore
- (C) Palace on Wheels starts from: Delhi
- (D) The Deccan Odyssey starts from: Bangalore
9. What does the acronym "SAATHI" stand for?
- (A) System for Assessment, Awareness, and Training for Hospitality Industry
- (B) Safety and Accessibility for All Tourists and Hotel Industry
- (C) Support and Assistance for Advancement of Tourism and Hospitality Initiatives
- (D) Sustainable Approach for Accommodations, Training, and Hospitality Integration
10. As of 2022, what is the total number of Ramsar sites in India?
- (A) 76
- (B) 74
- (C) 73
- (D) 75
11. Who is the current Director General of Tourism (As of July 2023)?
- (A) S.K. Mishra
- (B) Shripad Yesso Naik
- (C) Ranjana Chopra
- (D) Manisha Saxena
12. The following two lists consists of cities and airline codes. The candidate has to match an item in one list with an item in the other:
- | List-I          | List-II |
|-----------------|---------|
| (i) Aurangabad  | (a) IXU |
| (ii) Durgapur   | (b) RDP |
| (iii) Prayagraj | (c) IXD |
| (iv) Itanagar   | (d) HGI |
- Codes: (i) (ii) (iii) (iv)
- (A) (a) (b) (c) (d)
- (B) (c) (a) (b) (d)
- (C) (a) (c) (b) (d)
- (D) (c) (a) (d) (b)
13. Identify the abbreviation which is not used in fare calculation?
- (A) FCP
- (B) TMP
- (C) HIP
- (D) CF
14. The Water (Prevention and Control of Pollution) Act was passed in the year :
- (A) 1986
- (B) 1981
- (C) 1972
- (D) 1974
15. Which coastal regulation zone cover ecologically sensitive areas such as mangroves, coral reefs, salt marshes, turtle nesting ground, and the inter-tidal zone?
- (A) CRZ-I
- (B) CRZ-II
- (C) CRZ-III
- (D) CRZ-IV



16. This consists of two lists of statements. The candidate has to match an item in one list with an item in the other :

List-I	List-II
(i) Jetstar	(a) Dublin
(ii) Vueling Airlines	(b) London
(iii) Easy Jet	(c) Barcelone
(iv) Ryanair	(d) Melbourne
Codes: (i) (ii) (iii) (iv)	
(A) (a) (b) (c) (d)	
(B) (d) (c) (b) (a)	
(C) (c) (d) (b) (a)	
(D) (b) (a) (d) (c)	

17. Calculate the local time in longitude  $15^{\circ}$  West, when it is 18:00 hrs in longitude  $82.5^{\circ}$  East?
- (A) 11:30 hrs  
(B) 00:30 hrs  
(C) 12:30 hrs  
(D) 18:00 hrs

18. The Wildlife Protection Act of 1972 was enacted on \_\_\_\_.
- (A) 5th June 1972  
(B) 1st January 1972  
(C) 27th September 1972  
(D) 9th September 1972

19. Great Lakes of North America are a series of interconnected freshwater lakes which consist of
1. Lake Superior
  2. Lake Michigan
  3. Lake Huron
  4. Lake Ontario
- Codes :
- (A) Only 1  
(B) 1 and 2

- (C) 1, 2 and 3  
(D) All of the above

20. This consists of two lists of statements. The candidate has to match an item in one list with an item in the other :

List-I	List-II
(i) Finnair	(a) TL
(ii) Thai Airways	(b) TK
(iii) Turkish Airlines	(c) TG
(iv) Trans Mediterranean Airways	(d) AY

- Codes :
- |     |     |      |       |      |
|-----|-----|------|-------|------|
|     | (i) | (ii) | (iii) | (iv) |
| (A) | (d) | (c)  | (b)   | (a)  |
| (B) | (d) | (b)  | (c)   | (a)  |
| (C) | (d) | (c)  | (a)   | (b)  |
| (D) | (d) | (a)  | (b)   | (c)  |

21. What are the characteristics of tourism products in India?
- (a) Diverse geographical features  
(b) Rich cultural heritage  
(c) Wildlife  
(d) Biodiversity

- Codes :
- (A) (a) and (b)  
(B) (a) and (c)  
(C) (a), (b), and (c)  
(D) All of the above

22. Which type of tourism product in India focuses on preserving natural and cultural resources?
- (A) Historical tourism  
(B) Adventure tourism  
(C) Responsible tourism  
(D) Wellness tourism



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23. Which of the following is not a classical dance form of India?
- (A) Bharatanatyam  
(B) Kathakali  
(C) Garba  
(D) Odissi
24. Which holy place is associated with the birth of Lord Buddha?
- (A) Varanasi  
(B) Lumbini  
(C) Haridwar  
(D) Amritsar
25. Which holy place is associated with the Sikh religion and is located in Pakistan?
- (A) Harmandir Sahib  
(B) Shri Hemkund Sahib  
(C) Nankana Sahib  
(D) Hazur Sahib
26. Which place is closely connected to Pt. Jawaharlal Nehru's family?
- (A) Anand Bhawan  
(B) Umaid Bhawan  
(C) Moti Bagh Palace  
(D) Mubarak Mandi Palace
27. Which national park is located in the state of Assam?
- (A) Kaziranga National Park  
(B) Ranthambore National Park  
(C) Sundarbans National Park  
(D) Jim Corbett National Park
28. Which hill station is located in Tamil Nadu and is famous for its tea plantations and pleasant climate?
- (A) Chikmagal  
(B) Nandi Hills  
(C) Kodiakanal  
(D) Sirsi
29. Which state in India is famous for its beaches like Mandvi Beach and Tithal Beach?
- (A) Gujarat  
(B) Maharashtra  
(C) Goa  
(D) Karnataka
30. Match the Following Palaces and their locations
- |                    |               |
|--------------------|---------------|
| 1. Umaid Bhawan    | (a) Jaipur    |
| 2. Falaknuma       | (b) Gwalior   |
| 3. Jai Vilas Mahal | (c) Hyderabad |
| 4. City Palace     | (d) Jodhpur   |
- Codes :
- (A) 1-(d), 2-(c), 3-(b), 4-(a)  
(B) 1-(b), 2-(a), 3-(d), 4-(c)  
(C) 1-(d), 2-(b), 3-(c), 4-(a)  
(D) 1-(c), 2-(a), 3-(b), 4-(d)
31. RCS- UDAN has been introduced with the main objective of facilitating /stimulating regional air connectivity by making it affordable. Which of the following is not included for the concession for launching this scheme?
- (A) Central Govt.  
(B) International Air Transport Association (IATA)  
(C) State Govt.  
(D) Airports operators





32. Second meeting of Tourism Task Force was conducted in September, 2022 under the chairmanship of Secretary (Tourism), regarding improvement of road connectivity and to ensure public amenities along the national highways connecting the UNESCO World Heritage Sites and other prominent tourist destinations for enhancing smooth journey experiences of the tourists. Which of the following ministry was not part of this meeting?
- (A) Ministry of Civil Aviation  
(B) Ministry of Railways  
(C) Ministry of Road Transport and Highways  
(D) Ministry of Ports, Shipping and Waterways
33. Which freedom of the air gives the right to an airline of Thailand fly from India to Thailand over Bangladesh and other enroute country?
- (A) 5th Freedom of the Air  
(B) 2nd Freedom of the Air  
(C) 1st Freedom of the Air  
(D) 3rd Freedom of the Air
34. Which of the following airport is a Greenfield Airport?
- (A) IGI Airport, New Delhi  
(B) Netaji Subhas Chandra Bose International Airport, Kolkata  
(C) Itanagar Airport, Itanagar  
(D) Veer Savarkar International Airport, Port Blair
35. Which of the following train in India runs longest in terms of distance and time?
- (A) Vivek Express – Dibrugarh and Kanyakumari  
(B) Himsagar Express – Kanyakumari and Shri Mata Vaishno Devi Katra  
(C) Thiruvananthapuram – Guwahati Superfast Express  
(D) Raptisagar Express – Trivandrum Central and Gorakhpur
36. Which of the following is the India's first international cruise vessel sailed from Chennai to Sri Lanka?
- (A) M.V. Mahabaahu Cruise  
(B) Alaknanda Cruise  
(C) The Luxury Vrinda  
(D) MV Empress
37. Which of the following is the itinerary route of 'Palace on Wheels' luxury train?
- (A) New Delhi-Jaipur - Sawai Madhupur - Chittaurgarh - Udaipur - Jaisalmer - Jodhpur - Bharatpur-Agra-New Delhi  
(B) New Delhi-Agra - Bharatpur-Jodhpur-Jaisalmer-Udaipur-Chittaurgarh-Sawai Madhupur-Jaipur-New Delhi  
(C) New Delhi-Jaipur - Sawai Madhupur - Chittaurgarh - Udaipur - Jaisalmer - Agra - New Delhi  
(D) New Delhi - Jaipur - Sawai Madhupur - Jaisalmer - Jodhpur -Bharatpur - Agra - New Delhi





38. Which of the following is the oldest among all the mountain railways of India?
- Nilgiri Mountain Railway
  - Darjeeling Himalayan Railway
  - Kalka-Shimla Railway
  - Kangra Valley Railway
39. What is the rank of India's road network in the world in 2023?
- First
  - Second
  - Third
  - Fourth
40. Where is the headquarters of IndiGo airlines located?
- Mumbai
  - New Delhi
  - Gurugram
  - Kolkata
41. A concept in which customers choose their holiday from brochures on racks and book it from a counter is called :
- Holiday super market concept
  - Holiday service market concept
  - Holiday super market contract
  - Holiday service market contract
42. The concept of travel agencies gained significant popularity and growth during which period?
- Industrial Revolution
  - Renaissance
  - Victorian Era
  - Middle Ages
43. What does the "price" element of the marketing mix in a travel agency refer to?
- The physical location of the agency
  - The advertising and promotional activities
  - The variety of services offered
  - The cost of travel packages
44. Which of the following is an example of a variable cost in tour costing?
- Administrative expenses
  - Marketing and advertising costs
  - Fuel expenses for transportation
  - Office overhead costs
45. What is the primary purpose of issuing tour vouchers?
- To serve as a record of tour expenses.
  - To provide participants with confirmation of their bookings.
  - To distribute to tour guides and escorts.
  - To track participants feedback and comments.
46. Which of the following factors should be considered when selecting a target market for a travel agency?
- Demographics and psychographics of potential customers
  - Competitor analysis and market demand
  - Economic factors and travel trends
  - Geographic location of the agency's headquarters



47. What is the significance of upselling and cross-selling for a travel agency's revenue?
- (A) Upselling involves offering customers higher-priced travel packages or upgrades.
  - (B) Cross-selling involves recommending additional services or products.
  - (C) Both upselling and cross-selling can increase the total revenue per customer.
  - (D) Upselling and cross-selling are not significant for a travel agency's revenue
48. Which technology allows customers to book travel services directly on a travel agency's website?
- (A) Online booking engine
  - (B) Virtual Reality (VR)
  - (C) Customer Relationship Management (CRM)
  - (D) Personal selling
49. Which one of the following is not one of the functions of a travel agency?
- (A) Provision of travel information
  - (B) Liason with service providers
  - (C) Preparation of passport of tourists
  - (D) Itinerary preparation for tourists
50. What are the components of TIM (Tourism Information Management)?
- (A) Information collection, storage, retrieval, and dissemination.
  - (B) Marketing and promotion strategies.
  - (C) Quality control and customer satisfaction monitoring.
  - (D) All of the above.
51. Which type of hotel is located in a remote or natural setting, offering recreational activities and relaxation for guests?
- (A) Resort
  - (B) Casino hotel
  - (C) Bed and Breakfast (B&B)
  - (D) Boutique hotel
52. What is the highest rating a hotel can receive according to the Forbes Travel Guide?
- (A) Seven Stars
  - (B) Three Stars
  - (C) Five Stars
  - (D) Two Stars
53. Who is not the member of hotels classification committee?
- (A) Representative from FHRAI
  - (B) Principal of IHM
  - (C) Representative from FSSAI
  - (D) Representative from TAAI
54. What is the purpose of customer segmentation in accommodation management?
- (A) To attract a diverse range of guests
  - (B) To personalize marketing and service offerings
  - (C) To optimize pricing strategies based on different customer segments
  - (D) All of the above
55. American Meal Plan includes:
- (A) Room Rate only
  - (B) Room Rate + Breakfast
  - (C) Room Rate+ Breakfast+ Lunch+ Dinner
  - (D) Room Rate+ Breakfast+ Lunch/ Dinner



56. Fixed price menu is also known as :
- A La Carte
  - Table d' Hote
  - Carte du Jour
  - Plat du jour
57. Dividing the total hotel rooms revenue with number of rooms available for sale on the day will calculate :
- Average Room Rate
  - Rev Par
  - Target Average Price
  - Occupancy %
58. Match the following :
- |               |               |
|---------------|---------------|
| (1) Smirnoff  | (a) Cheese    |
| (2) Camembert | (b) Vodka     |
| (3) Chowder   | (c) Red Grape |
| (4) Barbera   | (d) Soup      |
- Codes :**
- (1)-(b), (2)-(a), (3)-(d), (4)-(c)
  - (1)-(c), (2)-(b), (3)-(d), (4)-(a)
  - (1)-(d), (2)-(b), (3)-(c), (4)-(a)
  - (1)-(a), (2)-(d), (3)-(b), (4)-(c)
59. Gazpacho is a :
- |              |               |
|--------------|---------------|
| (1) Hot Soup | (2) Stock     |
| (3) Pasta    | (4) Cold Soup |
- Codes :**
- Both (1) and (2)
  - Both (1) and (3)
  - (1), (2) and 3
  - only (4)
60. Which of the following is not associated with bed making in hotel guest room?
- Mitring
  - Bidet
  - Bed throw
  - Mattress Proctor
61. Attributes of a destination include:
- Affordability
  - Accessibility
  - Accommodation
  - All of the above
62. The most recent development in the communication marketing is:
- Social media presence
  - Influencer marketing
  - Direct marketing
  - Customer review
63. Brand equity reflects the premium that is placed on a company's valuation because of its \_\_\_\_\_ of the brand.
- Ownership
  - Goodwill
  - Tangibility
  - Availability
64. What is a destination loyalty?
- A strong preference for a particular destination by tourists
  - A strong preference for a particular tourism business by tourists
  - A strong preference for a particular type of accommodation by tourists
  - A strong preference for a particular type of tourism activities by tourists
65. A pricing strategy that sets new product prices high and subsequently lowers them as competitors enter the market is .:
- Price skimming
  - Penetration pricing
  - Cost-based pricing
  - None of the above



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66. Additional 3 Ps such as \_\_\_\_\_, along with 4Ps (Product, Price, Place, Promotion) of marketing mix are applicable for tourism.
- (A) Prosperity, Peace, Power  
(B) Promising, Purpose, Perfect  
(C) Positive, Permanent, Principle  
(D) People, Process, Physical evidence
67. Ministry of Tourism is supporting AYUSH as a strategic approach to develop \_\_\_\_\_ in the country.
- (A) Health and Medical Tourism  
(B) Religious Tourism  
(C) Sports Tourism  
(D) Cultural Tourism
68. Greenwashing :
- (A) will go unnoticed by consumers  
(B) has positive effects on brand image and brand equity  
(C) is an effective strategy to show environmentally friendly credentials  
(D) is an insincere form of environmental concern
69. Behaviourally targeted advertising :
- (A) Tracks user behaviours and displays adverts based on this  
(B) Is easy to opt out of  
(C) Is tightly regulated around the world  
(D) Is recognised by most people
70. Tourists are :
- (A) always willing to pay additional fees to protect the general environment  
(B) not willing to pay additional fees to protect the general environment
- (C) willing to pay additional fees when revenue goes to a specific habitat  
(D) willing to pay additional fees when revenue goes to general environmental issues
71. In the year 2002, GOI announced tourism policy around 7 S-mantra. Which of the following is not the part of S mantra?
- (A) Suvidhaa  
(B) Sewa  
(C) Suraksha  
(D) Sahyog
72. What is the concept of demand in tourism?
- (A) The quantity of tourists willing and able to travel to a specific destination at a given price and time.  
(B) The availability of travel services and facilities in a particular destination  
(C) The economic factors that influence tourist behaviour  
(D) The marketing strategies used to attract tourists to a destination
73. Which of the following is a qualitative method of demand forecasting?
- (A) Time series analysis  
(B) Regression analysis  
(C) Delphi method  
(D) Moving average method



74. What does the term "Reverse Repo Rate" represent in monetary policy?
- The interest rate at which the central bank lends money to commercial banks
  - The interest rate at which commercial banks lend money to the central bank
  - The interest rate at which commercial banks borrow money from each other
  - The interest rate at which the central bank borrows money from the government.
75. What will be the theme for the world tourism day 2023?
- Rural and Community Centric Tourism
  - Tourism and Green Investment
  - Rethinking tourism: From Crises to Transformation
  - Tourism for Inclusive Growth
76. Which international conference provided an international set of principles and a plan for achieving sustainable development at a global scale?
- Stockholm Conference on the Human Environment
  - World Summit on Sustainable Development in Johannesburg
  - United Nations Conference on Environment and Development in Rio de Janeiro
  - United Nations Millennium Assessment
77. According to the World Tourism Organization (WTO) guidelines, which approach is considered essential for achieving sustainable development in tourism planning?
- Economic planning approach
  - Market-based planning approach
  - Environment planning approach
  - Infrastructure planning approach
78. Which type of tourism demand refers to individuals who have the potential to undergo a tour but have delayed their plans due to various reasons?
- Active demand
  - Potential demand
  - Deferred demand
  - Suppressed demand
79. In which year first Tourism policy of India was announced in the year?
- 1978
  - 1982
  - 1985
  - 1987
80. Which of the following is not a characteristic of rural tourism planning?
- Focus on mass tourism development
  - Integration of tourism with other rural activities
  - Promotion of cultural exchange and understanding
  - Support for local entrepreneurship and small businesses



81. Hypothesis is:
- (A) Presumptions
  - (B) Notion
  - (C) Belief
  - (D) Fact
82. \_\_\_\_\_ is a statistical formula used to compare variances across the means (or average) of different groups.
- (A) Chi-square
  - (B) Z-test
  - (C) ANOVA
  - (D) t-test
83. Convenience sampling is based on:
- (A) Researcher's convenience
  - (B) Judge's convenience
  - (C) Sample convenience
  - (D) None of the above
84. \_\_\_\_\_ is the scientific description of peoples and cultures with their customs, habits, and mutual differences.
- (A) Culture analysis
  - (B) Behavioural analysis
  - (C) Ethnography
  - (D) All of the above
85. Which of the following is true for the coefficient of correlation?
- (A) The coefficient of correlation is not dependent on the change of scale
  - (B) The coefficient of correlation is not dependent on the change of origin
  - (C) The coefficient of correlation is not dependent on both the change of scale and change of origin
  - (D) None of the above
86. Normal Distribution is symmetric is about:
- (A) Variance
  - (B) Mean
  - (C) Standard deviation
  - (D) Covariance
87. The process of constructing a mathematical model or function that can be used to predict or determine one variable by another variable is called:
- (A) Regression
  - (B) Correlation
  - (C) Residual
  - (D) Outlier plot
88. The degree of freedom for paired t-test based on 'n' pairs of observations is:
- (A)  $2n - 1$
  - (B)  $n - 2$
  - (C)  $2(n - 1)$
  - (D)  $n - 1$
89. Correlation coefficient should measure between -\_\_ to +\_\_.
- (A) 1;0
  - (B) 1;1
  - (C) 0;1
  - (D) 2;2
90. Cross-sectional studies are:
- (A) One-time studies
  - (B) Long drawn studies
  - (C) Random
  - (D) Planned



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91. Consider the accounting record that is utilized to chronologically record all financial transactions. Which of the following options represents this specific record?
- Ledger
  - Cash book
  - Journal
  - Trial balance
92. What is the purpose of a trial balance?
- To record cash transactions
  - To check the accuracy of the ledger accounts
  - To calculate depreciation expenses
  - To estimate working capital requirement
93. Which type of financial ratio measures a company's ability to meet short-term obligations?
- Liquidity ratio
  - Profitability ratio
  - Efficiency ratio
  - Leverage ratio
94. According to Maslow's hierarchy of needs, which level of needs includes the desire for recognition, status, and accomplishment?
- Physiological needs
  - Safety needs
  - Social needs
  - Esteem needs
95. The term which refers to the shared values, beliefs, and assumptions that guide the behaviour of individuals within an organization is:
- Personality
  - Perception
  - Culture
  - Attitude
96. Systems approach includes:
- Open System
  - Closed System
  - Neither (A) nor (B)
  - Both (A) and (B)
97. EIA stands for :
- Environmental Impact Assessment
  - Economic Impact Assessment
  - Environmental Impact Analysis
  - Economic Impact Analysis
98. \_\_\_\_ could be found out by comparing actual performance with standard performance.
- Differentiation
  - Deviation
  - Distraction
  - None of the above
99. Which feature is not from one of Fayol's 14 principles of management?
- Esprit de corps
  - Initiative
  - Order
  - Individualism
100. \_\_\_\_ are the approaches to the study of leadership which emphasise the personality of the leader.
- Contingency theories
  - Group theories
  - Trait theories
  - Inspirational theories



**Rough Work**

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