


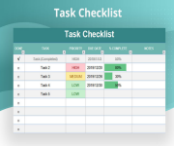






	<b>Job Role</b>	Data Entry Operator– (Divyangjan)			<b>Question Bank_01</b>	
	<b>QP Code</b>	PWD/SSC/Q2212				
	<b>Originating Se</b>	IT-ITeS				
S.No	NOS	Question Text	Answer Choice 1	Answer Choice 2	Answer Choice 3	Answer Choice 4
1	SSC/N3022: Undertake data entry services	What should you do after transcribing selected data into a computer and scanning source documents?	Over write	Compare the same	Delete them	Share with client
2		What is the technique used to idenfy noise or other impairments introduced into data as it is being transferred from source to destination?	Cyclic Redundancy Check	Data validation	Checksum	Error detection in networking
3		When do most typical data entry errors occur?	During data validation	While reviewing data	While inputting data.	At the data analysis stage
4		In the role of a domestic data entry operator, what task is central to the organization of information?	Creating marketing strategies	Managing social media accounts	Managing customer service calls	Organizing and filing the source documents
5		<b><u>Read the following and based on it answer the question:</u></b> "Performing various functions to maintain computer and other hardware is crucial for ensuring their optimal performance and longevity. Regular maintenance tasks include cleaning internal components, updating software and drivers, and monitoring system temperatures." <b><u>Question :</u></b> What is an essential task to ensure optimal performance and longevity of computer hardware?	Performing regular maintenance	Overloading the system with heavy tasks	Ignoring software updates	Leaving internal components untouched
6		What do you call a data backup when all files and folders are copied thoroughly?.	No backup	Incremental backup	Differential backup	Full backup
7		Which is a backup rule?	3-2-1	1-2-3	4-5-6	2-4-6
8		What should you do to maintain the security of Computer sytem and Files?	Never Update your virus protecon.	Only allow authorized personnel to solve computer issues	Avoid posng private informaon online	You must transfer secret material through email or FTP, encrypt it beforehand.
9		A new client contacts you for data entry services. What will be your first step in this scenrio?	Ask for payment	Start entering data immediately	Obtain sufficient information about their data entry needs	Discuss with a colleague
10		A customer contacts you to add a new product to their online catalogue. What information is most crucial for you to collect from the customer?	The customer's favourite colour	Product name, description, and price	The customer's birthdate	The customer's social media handles
11		You receive a handwritten form from a client with some information missing or illegible. What should you do?	Proceed with processing the form as is, assuming that the missing or illegible information is not crucial for the task at hand.	Utilize a handwriting analysis tool or software to automatically interpret and fill in the missing or unclear information.	Delegate the task to a colleague without informing them about the missing or illegible details, assuming they will figure it out.	Contact the client promptly to request clarification or additional information regarding the missing or illegible details.

12	Given below are five events in <b>incorrect</b> sequence to assist the customer in providing sufficient information to be entered and collate the same . Arrange them in correct sequence : 1.Record Information 2. Initiate Contact 3. Verify and Confirm 4. Request Clarification 5. Active Listening	2, 5, 4, 1, 3	5, 2 ,3 , 4, 1	4, 2, 1, 3, 5	1, 4, 3 5, 2
13	A client submits handwritten forms with information scattered in random locations on the page. What should you do to collate this data effectively?	Enter the data in the order it appears on the page.	Arrange the data in a logical order before entering it.	Ignore the handwritten forms and request typed forms.	Ask the client to fill out new forms with better organization.
14	A client sends you data in a foreign language that you don't understand. What is the appropriate action?	Ignore the data and mark it as incomplete.	Use online translation tools to guess the meaning.	Request the client to provide translations	Delete the data.
15	Your task involves entering contact details from a stack of business cards into a CRM system. The customer wants to know when they can expect the data to be fully entered. What is your suitable response?	"It's hard to say; it depends on various factors."	"I'll get it done as soon as possible."	"It's impossible to give an estimate."	"I estimate finishing the data entry by tomorrow afternoon."
16	What kind of priority would this be ? 	First Priority	Low Priority	High Priority	Medium Priority
17	The data entry software is repeatedly crashing, and you've tried basic troubleshooting steps without success. What's the appropriate course of action?	Continue using the software, even if it's unstable.	Reboot the computer and hope the issue goes away.	Refer the software issue to the technical support team.	Reinstall the software themselves.
18	Given below are five events in <b>incorrect</b> sequence to monitor the problem and keep the customer informed about progress or any delays in the process . Arrange them in correct sequence : 1. Monitor the problem and keep the customer informed about progress 2. Initiate contact with the customer. 3. Assess the severity of the issue. 4. Determine the cause of the problem. 5. Resolve the problem and inform the customer.	2-3-4-1-5	1-5-3-2-4	3-2-5-4-1	5-3-4-1-2

19	<p>If you have to make the data entry for this project, which department would it be for ?</p> 	RSBY (Rashtriya Swasthya Bima Yojna)	Passport	Transport	PDS (Public Distribution System)
20	A customer requests a change of address for their account. What should you do first to ensure compliance with organizational processes and policies?	Request proof of the new address from the customer.	Update the address without verification.	Ignore the request as it's not your responsibility.	Change the address to your own preference.
21	<p>Match the tasks mentioned in column A with their descriptions in column B</p> <p><b>Column A:</b> <b>Tasks</b></p> <ol style="list-style-type: none"> <li>1. Transcribing data from source documents.</li> <li>2. Scanning source documents into digital files.</li> <li>3. Following specific program instructions.</li> <li>4. Comparing transcribed data with source documents.</li> <li>5. Ensuring accuracy in data entry.</li> </ol> <p><b>Column B</b></p> <p>A. Adhering to step-by-step guidelines provided by software or procedures  B. Ensuring that the transcribed data matches the original source accurately.  C. Entering information from physical documents into a computer system  D. Checking for consistency between entered data and the source document.  E. Converting paper documents into electronic format</p>	1-A, 2- E, 3-C, 4-B, 5-D	1- C, 2- E, 3-A, 4-D, 5-B	1- E, 2- B, 3-D, 4-A, 5-C	1- B, 2- C, 3-D, 4-E, 5-A
22	You come across a document with missing information that is critical for the transcription process. What is the appropriate course of action?	Fill in the missing information based on your assumptions to complete the task quickly.	Skip the document and move on to the next one, assuming the missing information is not important.	Contact the client or relevant department to obtain the missing details before proceeding.	Complete the transcription without the missing information and submit the task.
23	You have a stack of paper documents that need to be scanned into digital files. What is the best practice for ensuring accuracy during scanning?	Scan the documents as quickly as possible to save time.	Check each scanned page for quality and legibility.	Skip the scanning process and manually type the data.	Only scan every other page to reduce the workload.
24	You're assigned a data entry task that involves a software application you've never used before. How should you proceed?	Guess your way through the task.	Contact a colleague for support.	Decline the task.	Reach out to your supervisor for guidance.

25		A customer requests assistance with a data entry-related issue that you're unfamiliar with. What is the appropriate action to take?	Try to solve the issue based on your limited knowledge.	Forward the customer's request to another department.	Consult your supervisor for advice.	Politely tell the customer find the solution themself.
26		Which equipment is this? 	Finger scanner	Camera	Photocopier	Printer
27		You're in the middle of a data entry task when your coworker who handles fingerprinting duties has an emergency and must leave immediately. What should you do?	Ignore the situation and continue data entry.	Leave the fingerprinting area unattended to finish your task.	Ask your superior to handle the fingerprinting task.	Notify your supervisor about the situation and offer to cover fingerprinting.
28	SSC/N9001.Manage your work to meet requirements	Which of the following is a benefit of maintaining cleanliness in the workplace?	Decreased productivity	Higher rates of absenteeism	Healthy life st	Enhanced risk of accidents and injuries
29		Which of the following details should be included in a to-do list to effectively utilize time?	Random thoughts and ideas unrelated to work tasks	A comprehensive list of all tasks ever assigned, regardless of priority	Long-term goals with no immediate action steps	Specific, actionable tasks with deadlines and priorities
30		When should you obtain guidance from appropriate people in the workplace?	Only when your supervisor ask	When faced challenges in completing the task	After completing a task	Only if the task is time consuming
31		How does obtaining guidance help in completing tasks?	It increases the likelihood of mistakes	It slows down the task completion process	It provides clarity on task requirements	It decreases efficiency
32		The given list should be discussed with whom for understanding work requirements? 	Neighbour	Friends	Supervisor	Parents
33		You need to keep your work area clean. What of the following action would you take to do that?	Leave waste materials scattered	Wipe down dust from work desk regularly	Store personal items in a disorganized manner	Clean only when asked by supervisor
34		Utilizing resources correctly ensures optimal productivity. When resources are used inappropriately or wasted, it directly impacts the output of goods or services. For instance, in a manufacturing setting, inefficient use of raw materials can lead to increased production costs and lower profit margins.  Why is it important to utilize resources?	To maximize output and minimize costs	To decrease productivity	To maximize output	To reduce competitiveness

35		What is the right approach to handle confidential information?	Share it with colleagues	Post in on social media	Disclose it to unauthorized individuals	Safeguard and share only with authorized people
36		Your friend requests you to share personal details of one of your customers. What should you do?	Immediately share the details	Ignore the request and avoid any response	Politely decline and share company's policy detail	Provide incorrect information
37		Arrange the steps related to work in line with your organization's policies and procedures in correct order:  1. Familiarize yourself with policies. 2. Report any deviation to supervisor. 3. Review assigned task to ensure alignment with policies.	2>3>1	1>3>2	3>2>1	3>1>2
38		What should you obtain from supervisor to ensure that work meets the agreed requirements?	Feedback 	Trophy 	Gifts 	Money 
39		You are unable to use a formula on the customer's data for analysis purposes. What would you do?	Proceed without using the formula and make assumptions	Modify the data to fit the formula	Obtain guidance from appropriate person	Postpone the task for next day
40	SSC/N9003.Maintain a healthy, safe and secure working environment	Why is it essential to follow health and safety practices at the workplace?	To increase productivity and efficiency.	To reduce the risk of accidents and injuries	To make the workplace more visually appealing	To avoid disciplinary actions from supervisors
41		Why should security practices be in compliance with an organization's policies?	To confuse employees	To ensure easy hacking of system	To create unnecessary bureaucracy	To ensure alignment with organizational goals
42		What action is appropriate if identify breaches in security practices?	Ignore to avoid conflict	Report the breaches to your colleagues	Report to the designated person or authority	Handle matter on your own
43		Which of the following activity can lead to hazardous situations and need to reported at the workplace?	Performing regular safety inspections	Providing training and education on safety procedures	Performing poor housekeeping practices	Wearing personal protective equipment (PPE)
44		What is the appropriate action to take if encounter faulty wire in work area?	Ignore it and continue working	Report it to the appropriate authority	Attempt to fix it yourself	Inform your colleagues
45		You have been instructed to follow health and safety practices at your workplace to ensure the well-being of yourself and your colleagues.  What would you follow?	Wear appropriate personal protective equipment (PPE)	Ignore safety warnings and signs	Engage in risky behavior	Use hazardous material in unsafe manner
46		While walking, you notice spilled liquid on the floor. What would you do?	Ignore it and continue walking	Step over the spill	Immediately get it cleaned up	Take a picture and post it on social media

47	<p>Arrange the steps followed to deal with unsafe practices at workplace in correct order:</p> <ol style="list-style-type: none"> <li>1. Assessing the severity and potential risks.</li> <li>2. Reporting the hazard to the appropriate personnel.</li> <li>3. Recognizing and identifying the unsafe practice.</li> <li>4. Taking immediate action to mitigate the risk.</li> </ol>	1>2>3>4	3>1>2>4	4>3>2>1	3>2>1>4
48	<p>Reporting hazards that you're not competent to handle is crucial for maintaining a safe and secure work environment. It's not just about recognizing potential dangers but also ensuring that appropriate action is taken promptly.</p> <p>Why is it important to report the hazards?</p>	To avoid taking responsibility	To ignore potential dangers	To ensure that appropriate action is taken without delay	To impress supervisors
49	<p>Your organization is seeking suggestions for the improvement of health and safety practices at your workplace to ensure the well-being of all employees. What would you suggest?</p>	Ask your colleague to suggest on behalf of you	Disregard the importance of these practices	Suggest cutting costs by reducing safety measures	Implement regular safety training sessions
50	<p>You notice that the wires in the working area are not grounded properly, which can lead to safety hazards. What should you do?</p>	Ignore and continue working	Inform your colleagues	Suggest right way of wiring to team	Attempt to fix on your own
51	<p>Which of the following images would you use to record the electric hazard at workplace?</p>				
52	<p>You notice a mishap occurring due to the usage of a damaged computer system in your workplace. What action would you take to prevent similar incidents from occurring in the future?</p>	Inform other colleagues about the incident	Record this incident for future references	Keep the issue private	Post the issue on social media
53	<p><b>Typing Test</b></p> <p><b>Type the following with an accuracy rate of 95% and above and within 7 minutes (assuming 30 w.p.m for about 200 words):</b> Accurate and efficient typing skills are the cornerstone of success for a data entry operator. The ability to quickly and precisely transcribe information from various sources into digital formats is a critical aspect of this role.</p> <p>In the world of data entry, speed and accuracy go hand in hand. While it's important to type at a reasonable pace to meet deadlines, it's equally crucial to maintain a high level of accuracy. One common mistake can lead to data discrepancies, which can have serious consequences for an organization, including financial errors, operational inefficiencies, and loss of credibility.</p> <p>Data entry operators should strive for a balance between speed and accuracy. Being fast alone is not enough; the key is to type quickly without compromising on the correctness of the data being entered. This involves an acute attention to detail, ensuring that every character, number, and symbol is accurately transcribed.</p> <p>Typing practice and continuous improvement are essential for data entry professionals. Regularly testing and honing your typing skills will not only make you more proficient in your role but also contribute to the overall success of the organization.</p>				