



विद्या सर्वार्थ साधिका

ANANDALAYA
PT-1 EXAMINATION
Class :IX

Subject: Information Technology (402)

Date 21-07-2025

MM :20

Time: 1 hour.

General Instructions:

1. There are 20 questions in this question paper. All questions are compulsory.
2. Q. No. 1 to 10 are objective type questions and carry 1 mark each.
3. Q. No. 11 to 20 are short answer questions and carry 1 mark each.

(Section –A)

(Select the best appropriate answer(s) from the options given below)

1. In which situation is paralanguage most likely to create confusion? (1)
(A) An email with a spelling error (B) A formal written report
(C) A speech where tone contradicts the words (D) A visual chart with unclear labels
2. Which of the following combinations is an example of visual communication? (1)
(A) Raising eyebrows in surprise (C) Traffic light showing red
(B) Smiling while greeting someone (D) Saying “thank you” politely
3. Which of the following barriers is the most related to misinterpretation due to bias ? (1)
(A) Language (B) Environment (C) Prejudice (D) Noise
4. Which situation shows lack of self-confidence, as explained in the topic? (1)
(A) Repeating mistakes in exams despite practice
(B) Not attempting to speak English due to fear of mistakes
(C) Practicing until perfect before appearing for a test
(D) Seeking feedback from a mentor
5. Which of the following practices best help in building self-confidence, as per the chapter? (1)
(A) Competing only with weaker friends
(B) Avoiding criticism and challenges
(C) Repeating self-affirming statements daily
(D) Focusing on one’s limitations to avoid overconfidence
6. Why is it important to understand the difference between interest and ability? (1)
(A) To criticize others who lack abilities
(B) To avoid learning things you’re not interested in
(C) To plan realistic goals and work on skills needed
(D) To choose hobbies over studies
7. Which of the following best differentiates IT and ITeS? (1)
(A) IT includes only hardware, while ITeS includes only software
(B) IT refers to managing information, while ITeS uses IT to provide services
(C) IT is used only in homes, while ITeS is used in offices
(D) IT refers to customer services, while ITeS is limited to legal work
8. The term "e-Governance" is best described as _____. (1)
(A) replacing all government offices with mobile apps
(B) using ICT to deliver government services and information to citizens
(C) selling government data for business use
(D) running elections using robots

9. Which among the following is an example of Business Process Management (BPM) function? (1)
(A) Web surfing
(B) Creating animations
(C) Data warehousing and customer service management
(D) Playing video games
10. Which technology is used in smart cards for storing user information securely? (1)
(A) QR Code (B) Barcode strip (C) Magnetic strip (D) Digital clock

(Section – B)

(Answer the following question in one or two statements.)

11. List two features of smart classrooms that use ICT. (1)
12. Differentiate between verbal and non-verbal communication with examples. (1)
13. What are the major barriers to effective communication? (1)
14. Describe the SMART goal-setting method. (1)
15. What are the steps to develop a positive attitude? (1)
16. What do you understand by self-management? (1)
17. What is BPO? Name any two services offered under it. (1)
18. What is the difference between data and information? (1)
19. Write any two differences between ICT and traditional methods of teaching. (1)
20. What is feedback in the communication process? How can effective feedback improve communication? (1)