



RBI Grade B 2021

Phase II FM

Memory Based Paper

(2 Markers)

Para 1 - Para 1 Passage was given reflecting the theme of distributive justice , based on that following questions were asked. Since it is memory based paper, passage cannot be reproduced.

1. In the context of passage, which of the following reflects the theme of the passage?

- a. Distributive Justice
- b. Economic Justice
- c. Restorative Justice
- d. Social Justice
- e. None of the Above

Answer: Distributive Justice

Passage was given, which was reflecting the theme of distributing rewards in most rational and fair manner. Rewards can be the economic and non economic but they form part of the concept of distributive justice.

2. As per the given passage, which of the following helps in keeping employee morale high?

- a. Employee Behavior
- b. Artificial Intelligence
- c. Personality and Motivation
- d. Social and cultural factors
- e. None of Above

Answer: Personality and Motivation

Question is talking about how the confidence & enthusiasm of workforce can be kept high. This is direct question asking about motivation level of employees. Positive attitude in individual personality can help him/her to remain self motivated.

3. Which of the following best suits to the formation of organizational behavior?

- a. Ornithology
- b. Philosophy
- c. Psychology
- d. Sociology
- e. None of Above

Answer: Sociology

Social aspects of an organization have huge bearing on its behavior. How an organization behaves, how it sets its goals will be decided by the social structure. That's why sociology is one of the important elements which set the foundation of the organizational behavior.

Para 2: A passage on Electronic Toll Collection was given

4. The paragraph is talking about the _____ system and _____ account.

- a. NFS; FASTag
- b. NETC; FASTag
- c. NFS; FASTag
- d. NHAI; FASTag
- e. NPCI; FASTag

Answer: NETC; FASTag

Paragraph was discussing about the toll establishments. FASTag was in news recently and it is being administered by National Electronic Toll Collection.

5. National E-Toll Collection (NETC) was introduced by _____ to meet the electronic tolling requirements of the Indian Economy?

- a. NPCI
- b. SEBI
- c. RBI
- d. NHAI
- e. SIDBI

Answer: NPCI

National Payments Corporation of India (NPCI) has developed the National Electronic Toll Collection (NETC) program to meet the electronic tolling requirements of the Indian market. It offers an interoperable nationwide toll payment solution including clearing house services for settlement and dispute management

Para 3: A passage on Infrastructure and Public Private Partnership was given which was followed by the 3 questions.

6. Which model is described in the passage (passage was talking about partial payment by government and remaining being financed by the private player)?

- a. BOT
- b. HAM
- c. TOT
- d. BOOT
- e. DBFO

Answer: HAM

Since passage was talking about partial payment by government and remaining being financed by the private player, it is talking about Hybrid Annuity Model.

7. PPP model being talked in the given passage, what will be share of government and private player in the investment?

- a. 80:20
- b. 50:50
- c. 40:60
- d. 60:40
- e. 10:90

Answer: 40:60

In Hybrid Annuity Model (HAM) 40% is financed by the public authority and remaining 60% is managed by the private player through various suitable means.

8. In which sector the PPP model is majorly used?

- a. Sanitation
- b. Ecological Conservation
- c. Renewable Energy
- d. Infrastructure
- e. Social Sector

Answer: Infrastructure

PPP models are largely used to execute infrastructure projects. High cost involved, longer gestation period and scope for recovery from user are some of the reasons for applying public private collaboration in infra sector.

Para 4: A passage on Financial Markets was given

9. Which of the following is the regulator of financial activities being talked in the given passage?

- a. RBI
- b. SEBI
- c. NETC
- d. NABARD
- e. IRDAI

Answer: SEBI

Passage was describing capital market activities. SEBI is statutory body entitled to regulate capital markets.

10. Which of the following are depositories

- I. CCIL
 - II. CDSL
 - III. NSDL
 - IV. CRISIL
- a. I and II only
 - b. II and III only
 - c. III only
 - d. III and IV only
 - e. All of the above

Answer: II and III only

Depositories are institutions which hold your securities (Shares, bonds, debentures, Mutual Fund Units) in electronic form which is also known as dematerialization of shares or DEMAT account. So, Depositories are mainly responsible and accountable for safe-keeping of your securities and keep a record of all your trades. Currently there are two Depositories in India that are registered by SEBI, which are:-

- 1. Central Depository Services Limited (CDSL)*
- 2. National Services Depository Limited (NSDL)*

11. An umbrella organization for operating retail payments and settlement systems in India, formed in 2007 is?

- a. IPPB
- b. Bharat Pay
- c. NPCI
- d. BBPS
- e. None of the above

Answer: NPCI

National Payments Corporation of India (NPCI), an umbrella organization for operating retail payments and settlement systems in India, is an initiative of Reserve Bank of India (RBI) and Indian Banks' Association (IBA) under the provisions of the Payment and Settlement Systems Act, 2007, for creating a robust Payment & Settlement Infrastructure in India.

Para 5: On Capital Market was given to ask following 3 questions

12. Identify the correct statement?

- I. SEBI is the regulator of Commodity Exchange
- II. RBI is the regulator of all NBFCs
- III. SEBI is the regulator of Capital Market

- a. Only II
- b. II and III only
- c. I, II and III
- d. I and III only
- e. None of the above

Answer: I, II and III

Self explanatory. All statements are correct

13. As per the circular released by SEBI, applicants can also apply for an IPO through

- a. NACH
- b. IMPS
- c. NEFT
- d. UPI
- e. NONE OF THE ABOVE

Answer: UPI

The market regulator identified key issues plaguing the payment process and issued operational guidelines to address them and also allowed usage of UPI.

14. Which of the following options is most appropriate to submit ASBA applications?

- a. BSBA
- b. SCSB
- c. BCBS
- d. NSDL
- e. None of the above

Answer: SCSB

ASBA means "Application Supported by Blocked Amount". It is an application by an investor containing an authorization to Self Certified Syndicate Bank (SCSB) to block the application money in the bank account, for subscribing to an issue.

Para 6: A passage on Organizational Change was given to ask following 2 question.

15. Which of the following aspect of organizational behavior is being talked about in the given passage?

- a. Organizational Conflict
- b. Organizational Management
- c. Organizational Change
- d. Corporate Governance
- e. None of the above

Answer: Organizational Change

Passage was talking about organizational change, as per the given options it very easy to pick up correct option.

16. What is the name of the second stage of the Curt Lewin Model?

- a. Change
- b. Resistance
- c. Compliance
- d. Freeze
- e. Refreeze

Answer: Change

Curt Lewin model talks about 3 stages

- 1. Unfreeze: It deals with intent of reorienting existing organization structure, culture, system. In this stage organization tries to communicate the probable changes to all the stakeholders.*
- 2. Change: Actual changes are made in the organization.*
- 3. Refreeze: Changes are made part of day to day work. Rewards are also distributed to accept the changes.*

Para 7: A passage on language translation was given followed by 3 questions

17. The activities highlighted in the passage resemble to which of the following barrier in communication?

- a. Perceptual
- b. Psychological
- c. Linguistic
- d. Physical
- e. Attitudinal

Answer: Linguistic

A linguistic barrier refers to linguistic discrepancy in communication. It causes difficulty in communication experienced by people originally speaking different languages.

18. Identify the portal formed by government to remove barriers in communication in local languages?

- a. E-Pathshala
- b. NPTEL
- c. Vidyanjali
- d. E-aksharayan
- e. Swayam

Answer: E-aksharayan

E-Aksharayan is an optical character recognition engine for Indian languages. It is used for converting scanned printed Indian Language documents into a fully editable text format in Unicode encoding.

19. Identify the mission launched by government for translation of languages?

- a. National Mission for Manuscript
- b. National Linguistic Portal
- c. National Language Mission
- d. National Language Translation Mission
- e. None of Above

Answer: National Language Translation Mission

National Translation Mission is a Government of India initiative to make knowledge texts accessible, in all Indian languages listed in the VIII schedule of the Constitution, through translation. NTM was set up on the recommendation of the National Knowledge Commission.

Para 8: A passage on Regulatory Sandbox was given which was followed by 1 question

20. Identify the correct option to fill the blank given in the passage.

- a. Coverage, Regulatory System
- b. Seminar, Regulatory bodies
- c. Coverage, Reserve Box
- d. Cohort, Regulatory Sandbox
- e. Cohort, Reserve Box

Answer: Cohort, Regulatory Sandbox

A regulatory sandbox (RS) usually refers to live testing of new products or services in a controlled/test regulatory environment for which regulators may (or may not) permit certain regulatory relaxations for the limited purpose of the testing.

(1 Marker)

21. Which of the following can be termed as Revenue Expenditure?

- I. Subsidies
 - II. Interest Payments
 - III. Loan to State Government
-
- a. Only III
 - b. Only II
 - c. Only I and II
 - d. Only II and III
 - e. All of the above

Answer: Only I and II

Public expenditure that does not result in creation of assets is called as revenue expenditure. Payment of wages & salaries, pensions, subsidies and interest fall in the category of revenue expenditure. Whereas loan to state government is termed as capital expenditure.

22. Which of the following error can be termed as perceptual error?

- a. Semantic Barrier
- b. Stereotyping
- c. Cognitive Dissonance
- d. Halo Effect
- e. Systemic error

Answer: Stereotyping

Stereotyping refers to the most significant barrier to effective cross-cultural communication is the tendency to categorize and make assumptions about others based on identified characteristics such as gender, race, ethnicity, age, religion, nationality socio-economic status.

23. What is maximum limit of FDI in under government approved mechanism in Public Sector Banks, Maximum permissible FDI in Private Banks and maximum individual stake in bank?

- a. 40:80:20
- b. 20:74:10
- c. 25:49:24
- d. 74:100:20
- e. None of Above

Answer: 20:74:10

As per the FDI consolidated FDI policy given by the department of promotion of industry and Internal trade FDI limit in public sector is 20%, FDI in private sector bank is 74% and individual cap is kept at 10 %.

24. Which of the following is a process theory?

- a. Maslow's hierarchy of Needs
- b. Herzberg 2 Factor Theory
- c. Alderfer Theory of Motivation
- d. Vroom's Expectancy theory
- e. McClelland Theory of Motivation

Answer: Vroom's Expectancy Theory

Except Vroom theory all the given options refer to the content theories.

25. Which of the following theory suggest making communication based on Hierarchy, structuring and formalization?

- a. Shannon Weaver Model of Communication
- b. Barnlund's Transactional Model of Communication
- c. Max Weber - Bureaucratic Theory of Management.
- d. Schramm's Interactive Model of Communication
- e. None of the above

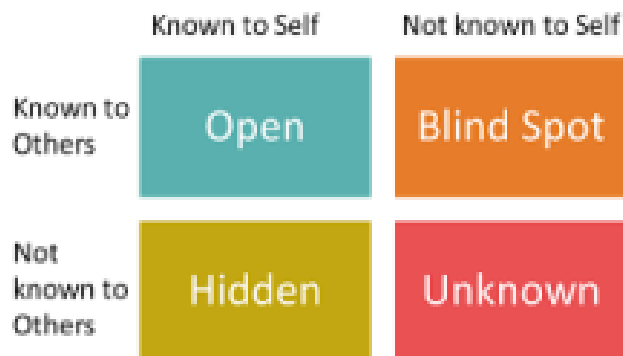
Answer: Max Weber - Bureaucratic Theory of Management.

Bureaucratic management theory developed by Max Weber, contained two essential elements, including structuring an organization into a hierarchy and having clearly defined rules to help govern an organization and its members. Bureaucratic management approach or Weberian bureaucracy.

26. As per JOHARI Window, quadrant known to self but not known to others is known as?

- a. Arena
- b. Blind Spot
- c. Unknown
- d. Hidden
- e. None of above Answer:

Answer: Hidden



27. Two companies A and B has the same number of outstanding shares, equity capital, dividend and earning. But the Market price of A is 1800 and that of B is 600. Which of the following is true?

- a. Dividend of one is Higher than other
- b. EPS of one is Higher than other
- c. Book value of one is Higher than other
- d. P/E value of one is Higher than the other
- e. None of the above

Answer: P/E value of one is higher than the other

The price-to-earnings ratio (P/E ratio) is the ratio for valuing a company that measures its current share price relative to its per-share earnings (EPS). High P/E value denotes that people are interested in investing in that stock which reflects good future prospects. Thus, two different shares are evaluated on P/E ratio before buying them.

28. If a person makes mistake while understanding the dictation due to limited understanding of language, what type of barrier it is?

- a. Attitudinal
- b. Semantic
- c. Physical
- d. Psychological
- e. None of Above

Answer: Semantic

Semantic Barriers refers to the misunderstanding between the sender and receiver arising due to the different meanings of words, and other symbols used in the communication.

29. During Merger and Acquisitions, which of the following changes are relevant to management of Organizational Change?

- I. Convincing Human Resource to Accept Change
 - II. Smooth Transition
 - III. Restructuring
- a. I only
 - b. II only
 - c. III only
 - d. II & III only
 - e. All of the above

Answer: All of the above

Organizational changes generally happen in 3 phases

- 1. Convincing human resource to accept change: Bank merger was an abrupt reform, that's why communicating with work force was very crucial task. Addressing their grievances was the important part of process of organizational change.**
- 2. Smooth transition: Different organizations were under consideration, that's why it is an important part of merger.**
- 3. Restructuring: Culture, operating procedures, banking softwares, branches, hierarchy underwent changes. This is also called as restructuring.**

30. Low employee turnover in a company indicates which of the following?

- a. Limited revenue generation due to poor labor attendance
- b. Employees are committed towards the Organization
- c. Low Morale of Employees towards the Organization
- d. High resource use efficiency
- e. None of The above

Answer: Employees are committed towards the Organization

Low employee turnover refers to Low turnover means a company has a relatively small number of employees leave during a given period relative to the employees hired or employed at the start of that period. Thus, low employee turnover refers that workforce is committed towards the organization..

Descriptive Questions

Part A. Answer any 2 questions out of the following: Marks (2*15 = 30 marks)

1. Role and function of
 - a) SIDBI
 - b) EXIM bank
 - c) NHB
 - d) NABARD
 - e) RRB
2. What are Basel norms? Discuss major pillars of Basel III norms.
3. What is corporate governance? Why is it needed? What are the key principles of corporate governance?

Part B. Answer any 2 questions out of the following: Marks (2*10 = 20 marks)

1. Discuss 5 major announcements in Budget 2021-22
2. What is behavioral reinforcement? Explain positive and negative reinforcement
3. Discuss the meaning and difference between Transformational and Transactional leadership

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