

CTET Paper 2 Previous Year Important Questions – English Language

Directions (1 to 9): Read the passage carefully and answer the questions that follow by selecting the correct/most appropriate options.

Born out of the forces of globalization, India's IT sector is undertaking some globalization of its own. In search of new sources of rapid growth, the country's outsourcing giants are aggressively expanding beyond their usual stomping grounds into the developing world; setting up programming centres, chasing new clients and hiring local talent. Through geographic diversification, Indian companies hope to regain some momentum after the recession. The shift is being driven by a global economy in which the US is no longer the undisputed engine of growth. India's IT powers rose to prominence largely on the decision made by American executives, who were quick to capitalize on the cost savings to be gained by outsourcing noncore operations, such as systems programming and call centres, to specialists overseas. Revenues in India's IT sector surged from \$4 billion in 1998 to \$59 billion last fiscal, but with the recession NASSCOM forecasts that the growth rate of India's exports of IT and other business services to the US and Europe will drop to at most 7% in the current fiscal year, down from 16% last year and 29% in 2007-08.

Factors other than the crisis are driving India's IT firms into the emerging world. Although the US still accounts for 60% of the export revenue of India's IT sector, emerging markets are growing faster. Tapping these more dynamic economies won't be easy, however. The goal of Indian IT firms for the past 30 years has been to woo clients outside India and transfer as much of the actual work as possible back home where lower wages for highly skilled programmers allowed them to offer significant cost savings. With costs in other emerging economies equally low, Indian firms can't compete on price alone. To adapt, Indian companies which are relatively unknown in these emerging nation are establishing major local operations around the world, in the process hiring thousands of locals. Cultural conflicts arise at times while training new recruits. In addition, IT firms also have to work extra hard to woo business from emerging-market companies still unaccustomed to the concept of outsourcing. If successful, the future of India's outsourcing sector could prove as bright as its past.

Q1. What is the author trying to convey through the phrase "India's IT sector is undertaking some globalization of its own"?

- (a) India has usurped America's position as the leader in IT.
- (b) The Indian IT sector is competing with other emerging nations for American business.
- (c) The Indian IT sector is considering outsourcing to developing economies.
- (d) Indian IT firms are engaging in expanding their presence internationally.

Q2. Which of the following factors made the services offered by the Indian IT attractive to the US?

- A. Indian IT companies had expertise in rare core operations
- B. The US lacked the necessary infrastructure and personnel to handle mass call centre operations

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- C. Inability of other equally cost-efficient developing countries to comply with their strict policies
(a) None
(b) Only A
(c) Only A and B
(d) Only C

Q3. What has caused Indian IT firms to change the way they conduct business in developing countries?

- (a) The volume of work being awarded cannot be handled by Indian firms
(b) The demands of these markets are different from those of India's traditional customers
(c) Wages demanded by local workers are far higher than what they pay their Indian employees
(d) Stringent laws which are not conducive to outsourcing

Q4. What do the NASSCOM statistics about Indian IT exports indicate?

- (a) Drop in demand for IT services by Europe and the US
(b) Indian IT firms charge exorbitantly for their services
(c) India has lost out to other emerging IT hubs
(d) The Indian IT sector should undergo restructuring

Q5. According to the passage, which one of the following is not a difficulty that Indian IT firms will face in emerging markets?

- (a) Mindset resistant to outsourcing
(b) Local IT services are equally cost-effective
(c) The US is their preferred outsourcing destination
(d) Conflicts arising during the training of local talent

Q6. Which of the following is/are not true in the context of the passage?

- A. The recession severely impacted the US but not India.
B. India is trying to depend less on the US as a source of growth.
C. The future success of Indian IT firms depends on emerging markets.
(a) Only B and C
(b) Only A
(c) Only B
(d) All A, B and C

Q7. Which one of the following words is most similar in meaning to the word 'chasing' as used in the passage?

- (a) Running
(b) Harassing
(c) Pestering
(d) Pursuing

Q8. Which one of the following words is most opposite to the meaning of the word 'undisputed' as used in the passage?

- (a) Challenging

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- (b) Doubtful
- (c) Deprived
- (d) Emphasized

Q9. Other than crisis, what is driving IT companies to seek other options?

- (a) The US makes more than 60% of India's export revenue
- (b) Emerging markets
- (c) None of the above
- (d) Both (a) and (b)

Q10. Which one of the following does not come under the principle of selection and gradation?

- (a) Accuracy
- (b) Availability
- (c) Coverage
- (d) Frequency

Solutions

- S1. Ans.(d)
- S2. Ans.(a)
- S3. Ans.(b)
- S4. Ans.(a)
- S5. Ans.(c)
- S6. Ans.(b)
- S7. Ans.(d)
- S8. Ans.(b)
- S9. Ans.(b)
- S10. Ans.(a)

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