



UGC NET Paper-1 - Previous Years Question Papers

In any UGC NET exam, you will find large number of questions appearing from previous papers. So whatever sources/books/websites/coaching you are preparing from, going through previous papers is a MUST.

So, how to make best use of these question papers? Start solving papers one by one. While solving each question, try to understand the “entire concept” not just the given “question”. For example, if question is:

Brain storming as a method can be used for:

(A) Out-of-box thinking (B) Coherent thinking (C) Generate new ideas in the area of interest (D) Critical thinking

Now do not just look for the Answer (Option C)? Also find out, what exactly are these terms? What does each term mean and what all is included in its description? Do not just solve the particular question...Learn the Concept...Questions will not repeat in next exam...Concepts will repeat...You should be equipped to handle any question on career, just because you did one question.

Please mind it that, it will take time. May be 8-10 hours for each paper.... But if you attempt all previous years' papers with this approach, no one can stop you from getting very good score in UGC NET.

Human Peritus courses have been designed with this approach only. By doing it over the years, we have reached a stage, where consistently more than 85-90% of questions in the exam, are from our course. Check the website of HUMAN PERITUS, to understand how thousands of students are clearing UGC NET with us.

If you have something else on your mind, you may connect with our team.

Email- contact@humanperitus.com

Phone- 9717781110

Website- humanperitus.com

All the Best.

HUMAN PERITUS
www.humanperitus.com

UGC NET Dec 2020 and June 2021 24th November Evening Shift

1.) Study the given table and answer the questions that follow

Given below is a table in which the total number of employees in different departments of an organization along with the Male and Female ratio is given:

Departments	Regular Employees			Contractual Employees		
	Total Number	Ratio		Total Number	Ratio	
		M	F		M	F
IT	250	1	1	240	2	1
Accounts	123	2	1	130	3	2
HR	90	3	2	30	2	1
Marketing	350	5	2	343	5	2
Production	304	5	3	351	5	4

Find out the average number of regular female employees in the organization.

- (A) 83.20
- (B) 81.25
- (C) 78.50
- (D) 79.40

2.) Study the given table and answer the questions that follow

Given below is a table in which the total number of employees in different departments of an organization along with the Male and Female ratio is given:

Departments	Regular Employees			Contractual Employees		
	Total Number	Ratio		Total Number	Ratio	
		M	F		M	F
IT	250	1	1	240	2	1
Accounts	123	2	1	130	3	2
HR	90	3	2	30	2	1
Marketing	350	5	2	343	5	2
Production	304	5	3	351	5	4

Find out the difference between regular male employees and contractual male employees in the organization.

- (A) 2
- (B) 3
- (C) 4
- (D) 5

3.) Study the given table and answer the questions that follow

Given below is a table in which the total number of employees in different departments of an organization along with the Male and Female ratio is given:

Departments	Regular Employees			Contractual Employees		
	Total Number	Ratio		Total Number	Ratio	
		M	F		M	F
IT	250	1	1	240	2	1

Accounts	123	2	1	130	3	2
HR	90	3	2	30	2	1
Marketing	350	5	2	343	5	2
Production	304	5	3	351	5	4

Question: What is the respective ratio of the total number of female employees in the marketing department to the total number of female employees in the production department?

- (A) 12 : 13
- (B) 11 : 13
- (C) 12 : 17
- (D) 11 : 15

4.) Study the given table and answer the questions that follow

Given below is a table in which the total number of employees in different departments of an organization along with the Male and Female ratio is given:

Departments	Regular Employees			Contractual Employees		
	Total Number	Ratio		Total Number	Ratio	
		M	F		M	F
IT	250	1	1	240	2	1
Accounts	123	2	1	130	3	2
HR	90	3	2	30	2	1
Marketing	350	5	2	343	5	2
Production	304	5	3	351	5	4

Question: Find out the difference between the number of contractual male employees and the number of contractual female employees in the organization.

- (A) 298
- (B) 295
- (C) 302
- (D) 307

5.) Study the given table and answer the questions that follow

Given below is a table in which the total number of employees in different departments of an organization along with the Male and Female ratio is given:

Departments	Regular Employees			Contractual Employees		
	Total Number	Ratio		Total Number	Ratio	
		M	F		M	F
IT	250	1	1	240	2	1
Accounts	123	2	1	130	3	2
HR	90	3	2	30	2	1
Marketing	350	5	2	343	5	2
Production	304	5	3	351	5	4

Question: Which department has the highest number of female employees?

- (A) Production

- (B) Accounts
- (C) Marketing
- (D) IT

6.) Which of the following is the highest level of teaching?

- (A) Memory
- (B) Understanding
- (C) Reflective
- (D) Thinking

7.) Which of the following are the characteristics of an adolescent?

- A. Increasing independence from adult control
- B. Rapid physiological changes
- C. Emotionally matured
- D. Acts rationally
- E. Increased focus on activities with peer groups

Choose the correct answer from the options given below:

- (A) A, B and C only
- (B) B, C and D only
- (C) C, D and E only
- (D) A, B and E only

8.) Which of the following are the most influential factors of learning?

- A. Government policy
- B. Motivation
- C. Aptitude
- D. Interest
- E. Physical facilities

Choose the correct answer from the options given below:

- (A) A, B and C only
- (B) B, C and D only
- (C) C, D and E only
- (D) A, B and E only

9.) Match List I with List II

List I

Institutions Offering Courses Through SWAYAM

- A. NCERT
- B. IGNOU
- C. CEC
- D. UGC

List II

Level of Education

- I. Post school education
- II. Undergraduate education
- III. Postgraduate education

IV. School Education

Choose the correct answer from the options given below:

- (A) A - IV, B - I, C - III, D - II
- (B) A - IV, B - III, C - I, D - II
- (C) A - IV, B - I, C - II, D - III
- (D) A - IV, B - II, C - III, D - I

10.) In a learner-centric approach, a teacher should:

- (A) clarify concepts by citing examples
- (B) facilitate student learning
- (C) explain concepts by using adequate support materials
- (D) demonstrate inside the classroom

11.) Independent verification of a research effort is known as

- (A) Enquiry
- (B) Probe
- (C) Replication
- (D) Investigation

12.) Which of the following are characteristics of quantitative research?

- A. Questions are open-ended
- B. Identified variables are measured
- C. Questions are standardized
- D. If the sample size is large, the findings can be easily generalised
- E. It is difficult to fix the level of measurement

Choose the correct answer from the options given below:

- (A) A, B and C only
- (B) B, C and D only
- (C) C, D and E only
- (D) A, C and E only

13.) Given below are two statements

Statement I: Researchers in history are myth makers.

Statement II: Various movements in social history- new history - have provided new narratives for history researchers.

In light of the above statements, choose the most appropriate answer from the options given below

- (A) Both Statement I and Statement II are correct
- (B) Both Statement I and Statement II are incorrect
- (C) Statement I is correct but Statement II is incorrect
- (D) Statement I is incorrect but Statement II is correct

14.) According to Wimmer and Dominick, the sequential steps in content analysis are:

- A. Defining the population
- B. Selection of appropriate sample
- C. Identifying the unit of analysis and construction of categories
- D. Code, analyse and draw inferences from the collected data

E. Formulation of the research question or hypothesis by the researcher

Choose the correct answer from the options given below:

- (A) A, B, C, D, E
- (B) B, C, D, E, A
- (C) C, D, E, A, B
- (D) E, A, B, C, D

15.) Match List I with List II

List I

Ethical concepts

- A. Categorical imperatives
- B. Utilitarianism
- C. Golden mean
- D. Theory of justice

List II

Source

- I. Aristotle
- II. John Rawl
- III. Immanuel Kant
- IV. John Stuart Mill

Choose the correct answer from the options given below:

- (A) A - I, B - II, C - III, D - IV
- (B) A - II, B - III, C - IV, D - I
- (C) A - III, B - IV, C - I, D - II
- (D) A - IV, B - I, C - II, D - III

16.) In the transactional type of communication, the elements are:

- (A) Independent
- (B) Inter-dependent
- (C) Neutral
- (D) Inactive

17.) Which of the following influence non-verbal communication?

- A. Avoidance of signals
- B. Invisible incongruence
- C. Culture
- D. Geographical location
- E. Contextuality

Choose the correct answer from the options given below:

- (A) A, B and C only
- (B) B, C and D only
- (C) C, D and E only
- (D) A, D and E only

18.) Given below are two statements, one is labelled as Assertion A and the other is labelled as Reason R
Assertion A: Communication must include the transfer and understanding of messages and their meanings.

Reason R: Achieving perfect communication is a technical possibility.

In light of the above statements, choose the correct answer from the options given below

- (A) Both A and R are true and R is the correct explanation of A
- (B) Both A and R are true but R is NOT the correct explanation of A
- (C) A is true but R is false
- (D) A is false but R is true

19.) According to Robbins et al, the sequence of communication functions is :

- A. Control
- B. Motivation
- C. Emotional expression
- D. Information

Choose the correct answer from the options given below

- (A) B, C, D, A
- (B) D, A, C, B
- (C) C, D, B, A
- (D) A, B, C, D

20.) Which of the following are the traits of a competent communicator?

- A. Mindfulness
- B. Receptive to new information
- C. Thinking before acting
- D. Should always go by the first impression
- E. Be passive to issues around

Choose the correct answer from the options given below:

- (A) A, B and C only
- (B) B, C and D only
- (C) C, D and E only
- (D) A, D and E only

21.) What comes next in this sequence?

1, 2, 2, 4, 8, 32, ?

- (A) 84
- (B) 64
- (C) 128
- (D) 256

22.) If seven persons can build a house in 30 days, how long will it take three persons to build the same house, provided that they all work at the same rate?

- (A) 100 days
- (B) 70 days
- (C) 30 days
- (D) 210 days

23.) If the difference between compound interest and simple interest on some principal amount at 20% for 3 years is Rs 64, then the principal amount is -

- (A) Rs 495
- (B) Rs 550
- (C) Rs 375
- (D) Rs 500

24.) Given below are two statements

Statement I: The angle between the minute hand and the hour hand of a clock when the clock shows 3 hours 20 minutes is 25°

Statement II: Between 4 and 5, the minute hand and hour hand of a clock will be coincident at $21\frac{9}{1}$ minutes past 4.

In light of the above statements, choose the correct answer from the options given below

- (A) Both Statement I and Statement II are true
- (B) Both Statement I and Statement II are false
- (C) Statement I is true but Statement II is false
- (D) Statement I is false but Statement II is true

25.) Which of the following statements are correct?

A. If the cost price of an item is Rs.56 and the gain percentage is 20%, the selling price of the item is Rs.76.2.

B. If the cost price of an item is Rs.80 and the loss percentage is 15%, the selling price of the item is Rs. 68.

C. If an item purchased in Rs.5 is sold for Rs.6, the profit is 25%

Choose the correct answer from the options given below

- (A) C only
- (B) B only
- (C) B and C only
- (D) A and B only

26.) Match List I with List II

List I

- A. Vyapti
- B. Anumana
- C. Pratyaksha
- D. Upamana

List II

I. An immediate valid cognition of reality due to some kind of sense-object contact

II. A source of knowledge on the basis of the likeness of things

III. Knowledge of an object due to previous knowledge of some sign or mark

IV. The universal relation between the middle and major term of inference

Choose the correct answer from the options given below:

- (A) A - I, B - IV, C - III, D - II

- (B) A - II, B - III, C - I, D - IV
(C) A - III, B - II, C - I, D - IV
(D) A - IV, B - III, C - I, D - II

27.) Match List I with List II

List I

- A. Sannidhi
B. Tātparya
C. Yogyatā
D. Akankṣā

List II

- I. Mutual fitness and compatibility of the constituent words in a sentence
II. Expectancy between the words different in a sentences
III. Propinquity between the different words in a sentence
IV. Meaning intended by the sentence

Choose the correct answer from the options given below:

- (A) A - II, B - I, C - III, D - IV
(B) A - IV, B - II, C - III, D - I
(C) A - II, B - I, C - IV, D - III
(D) A - III, B - IV, C - I, D - II

28.) Name the fallacy committed in the argument.

"All household pets are domestic animals.

No unicorns are domestic animals.

Therefore, some unicorns are not household pets."

Choose the correct answer from the options given below:

- (A) Undistributed Middle
(B) Affirmative conclusion from Negative Premises
(C) Exclusive fallacy
(D) Existential fallacy

29.) Consider 'A' proposition as 'True' and 'False' respectively, in a square of the opposition of propositions, then which one of the following is correct?

- (A) 'O' is True and 'I' is False
(B) 'E' is Undetermined and 'O' is False
(C) 'O' is Undetermined and 'I' is False
(D) 'I' is True and 'E' is False

30.) In which of the following forms of knowledge there cannot be any predication of the object in terms of the subject-predicate relation?

- (A) Nirvikalpaka Pratyaksha
(B) Savikalpaka Pratyaksha
(C) Sāmānyalakṣaṇa
(D) Yogaja

31.) A spreadsheet is

- (A) One-dimensional table or grid
- (B) Two-dimensional table or grid
- (C) Three-dimensional table or grid
- (D) Four-dimensional table or grid

32.) In electronic banking, ATM stands for:

- (A) Automated Transfer Money
- (B) Automated Teller Machine
- (C) Automatic Transfer Machine
- (D) Automatic Transfer Mode

33.) Which of the following is a disadvantage of laptop computers in comparison to desktop computers?

- (A) It has no trailing wires
- (B) It has lower power consumption
- (C) It is lightweight and self-contained
- (D) It is easier to break or steal

34.) Which of the following statements are correct?

- A. Laser printers use dry ink
- B. Unlike dot matrix and inkjet printers, laser printers do not use ink when producing a document
- C. Laser printers use the property of static electricity
- D. Laser printers produce ozone gas and tiny toner particulates in the air

Choose the correct answer from the options given below:

- (A) A, B and D only
- (B) A, C and D only
- (C) B, C and D only
- (D) A and C only

35.) Given below are two statements

Statement I: DRAM consists of a number of transistors and capacitors

Statement II: DRAM needs to be constantly refreshed

In light of the above statements, choose the correct answer from the options given below

- (A) Both Statement I and Statement II are true
- (B) Both Statement I and Statement II are false
- (C) Statement I is true but Statement II is false
- (D) Statement I is false but Statement II is true

36.) According to NITI Ayog's SDG Index (2019-20), which among the following states is the best performer in the attainment of SDG-5 (Gender Equity)?

- (A) Kerala
- (B) Himachal Pradesh
- (C) Sikkim
- (D) Goa

37.) Protection from Ultraviolet Radiations as envisaged under the Montreal Protocol also contributes to following SDGs

- (A) SDGs 3, 11, 14, 15
- (B) SDGs 10, 16, 17
- (C) SDGs 4, 5, 11, 17
- (D) SDGs 8, 10, 12

38.) Among all recorded species in the world, India accounts for about

- (A) 7 - 8 %
- (B) 10 - 12 %
- (C) 15 -18 %
- (D) 20 - 25 %

39.) In respect of Biochemical Oxygen Demand (BOD), the permissible Indian standard for discharge of treated effluents in Inland Surface Waters is

- (A) 5.0 mg/L
- (B) 6.0 mg/L
- (C) 15.0 mg/L
- (D) 30.0 mg/L

40.) Which type of power plants uses the least land per unit of GWh energy production?

- (A) Wind
- (B) Coal
- (C) Solar
- (D) Geothermal

41.) Which of the following are the major recommendations of the NEP-2020 related to higher education?

- A. To increase GER from 26.3% to 50% by 2035
- B. Establishment of world-class universities
- C. 'Light but tight' regulation by a single regulator for higher education
- D. Promoting research in science and technology
- E. Opening of 1500 more universities

Choose the correct answer from the options given below:

- (A) A and B only
- (B) A and C only
- (C) B and D only
- (D) D and E only

42.) Given below are two statements, one is labelled as Assertion A and the other is labelled as Reason R
Assertion A: Choice-based Credit System (CBCS) is adopted out of the need for flexibility in the education system so that students, depending upon their interests and aims, can choose interdisciplinary, intra-disciplinary and skill-based courses.

Reason R: The majority of Indian higher education institutions have been following a marks or percentage-based evaluation system, which obstructs the flexibility for the students to study the subjects/courses of their choice and their mobility to different institutions.

In light of the above statements, choose the most appropriate answer from the options given below:

- (A) Both A and R are correct and R is the correct explanation of A
- (B) Both A and R are correct but R is NOT the correct explanation of A
- (C) A is correct but R is not correct
- (D) A is not correct but R is correct

43.) Nalanda was established in:

- (A) 2nd Century
- (B) 3rd Century
- (C) 4th Century
- (D) 5th Century

44.) Arrange the following states in descending order in terms of GER (Gross Enrollment Ratio) in higher education.

- A. Tamil Nadu
- B. Kerala
- C. Uttarakhand
- D. Sikkim
- E. Himachal Pradesh

Choose the correct answer from the options given below:

- (A) A, B, D, E, C
- (B) B, A, D, C, E
- (C) B, D, E, A, C
- (D) D, A, E, C, B

45.) 'Deemed to be University' is established by:

- (A) An act of the Parliament
- (B) An act of the state legislative assembly
- (C) A notification of the Central Government on advice of the UGC
- (D) A notification of the UGC on the advice of the State Government

46.) Please read the passage and answer the following questions.

The concept of emotional labour emerged from studies of service jobs. But emotional labour is relevant to almost every job. At the least, your managers expect you to be courteous, not hostile in your interactions with co-workers. The true challenge arises when employees have to project one emotion while feeling another. This disparity is emotional dissonance, and it can take a heavy toll. Bottled up feelings of frustration, anger, and resentment can eventually lead to emotional exhaustion and burn out. Emotional dissonance is like cognitive dissonance, except that emotional dissonance concerns feelings rather than thinking. It is from the increasing importance of emotional labour as a key component of effective job performance that we have come to understand the relevance of emotion in every field.

Emotional labour creates dilemmas for employees. There are people with whom you have to work that you just plain do not like. Maybe you consider their personality abrasive. Maybe you know they have said negative things about you behind your back. Regardless, your job requires you to interact with these

people on a regular basis. So you are forced to feign friendliness. It can help you, on the job, especially if you separate emotions into felt or displayed emotions. Felt emotions are an individual's actual emotions. In contrast, displayed emotions are those that the organisation requires workers to show and considers appropriate in a given job. They are not innate; they are learned. Similarly, most of us know we are expected to act sad at funerals, regardless of whether we consider the person's death a loss and to appear happy at weddings even if we don't feel like celebrating. Research suggests that at workplaces, it is expected that we should typically express positive emotions like happiness and excitement and suppress negative emotions like fear; anger; disgust and contempt.

Question: The basic principle of emotional labour management is:

- (A) Be less hostile to other employees
- (B) Entertain only limited interaction within the organization
- (C) Be polite to co-workers
- (D) Do not show your frustrations

47.) Please read the passage and answer the following questions.

The concept of emotional labour emerged from studies of service jobs. But emotional labour is relevant to almost every job. At the least, your managers expect you to be courteous, not hostile in your interactions with co-workers. The true challenge arises when employees have to project one emotion while feeling another. This disparity is emotional dissonance, and it can take a heavy toll. Bottled up feelings of frustration, anger, and resentment can eventually lead to emotional exhaustion and burn out. Emotional dissonance is like cognitive dissonance, except that emotional dissonance concerns feelings rather than thinking. It is from the increasing importance of emotional labour as a key component of effective job performance that we have come to understand the relevance of emotion in every field.

Emotional labour creates dilemmas for employees. There are people with whom you have to work that you just plain do not like. Maybe you consider their personality abrasive. Maybe you know they have said negative things about you behind your back. Regardless, your job requires you to interact with these people on a regular basis. So you are forced to feign friendliness. It can help you, on the job, especially if you separate emotions into felt or displayed emotions. Felt emotions are an individual's actual emotions. In contrast, displayed emotions are those that the organisation requires workers to show and considers appropriate in a given job. They are not innate; they are learned. Similarly, most of us know we are expected to act sad at funerals, regardless of whether we consider the person's death a loss and to appear happy at weddings even if we don't feel like celebrating. Research suggests that at workplaces, it is expected that we should typically express positive emotions like happiness and excitement and suppress negative emotions like fear; anger; disgust and contempt.

Question: Within an organization, emotional dissonance affects

- (A) Cognitive consonance
- (B) Effective job performance
- (C) Solutions to labour issues
- (D) Constructive thinking

48.) Please read the passage and answer the following questions.

The concept of emotional labour emerged from studies of service jobs. But emotional labour is relevant to almost every job. At the least, your managers expect you to be courteous, not hostile in your interactions with co-workers. The true challenge arises when employees have to project one emotion while feeling another. This disparity is emotional dissonance, and it can take a heavy toll. Bottled up feelings of

frustration, anger, and resentment can eventually lead to emotional exhaustion and burn out. Emotional dissonance is like cognitive dissonance, except that emotional dissonance concerns feelings rather than thinking. It is from the increasing importance of emotional labour as a key component of effective job performance that we have come to understand the relevance of emotion in every field.

Emotional labour creates dilemmas for employees. There are people with whom you have to work that you just plain do not like. Maybe you consider their personality abrasive. Maybe you know they have said negative things about you behind your back. Regardless, your job requires you to interact with these people on a regular basis. So you are forced to feign friendliness. It can help you, on the job, especially if you separate emotions into felt or displayed emotions. Felt emotions are an individual's actual emotions. In contrast, displayed emotions are those that the organisation requires workers to show and considers appropriate in a given job. They are not innate; they are learned. Similarly, most of us know we are expected to act sad at funerals, regardless of whether we consider the person's death a loss and to appear happy at weddings even if we don't feel like celebrating. Research suggests that at workplaces, it is expected that we should typically express positive emotions like happiness and excitement and suppress negative emotions like fear; anger; disgust and contempt.

Question: In a workplace environment, labour managers should give preference to:

- (A) Displayed emotions
- (B) Felt emotions
- (C) Negative emotions
- (D) Expressions of frustrations

49.) Please read the passage and answer the following questions.

The concept of emotional labour emerged from studies of service jobs. But emotional labour is relevant to almost every job. At the least, your managers expect you to be courteous, not hostile in your interactions with co-workers. The true challenge arises when employees have to project one emotion while feeling another. This disparity is emotional dissonance, and it can take a heavy toll. Bottled up feelings of frustration, anger, and resentment can eventually lead to emotional exhaustion and burn out. Emotional dissonance is like cognitive dissonance, except that emotional dissonance concerns feelings rather than thinking. It is from the increasing importance of emotional labour as a key component of effective job performance that we have come to understand the relevance of emotion in every field.

Emotional labour creates dilemmas for employees. There are people with whom you have to work that you just plain do not like. Maybe you consider their personality abrasive. Maybe you know they have said negative things about you behind your back. Regardless, your job requires you to interact with these people on a regular basis. So you are forced to feign friendliness. It can help you, on the job, especially if you separate emotions into felt or displayed emotions. Felt emotions are an individual's actual emotions. In contrast, displayed emotions are those that the organisation requires workers to show and considers appropriate in a given job. They are not innate; they are learned. Similarly, most of us know we are expected to act sad at funerals, regardless of whether we consider the person's death a loss and to appear happy at weddings even if we don't feel like celebrating. Research suggests that at workplaces, it is expected that we should typically express positive emotions like happiness and excitement and suppress negative emotions like fear; anger; disgust and contempt.

Question: Which of the following feelings one should feign at a workplace?

- A. Fear
- B. Excitement
- C. Contempt

D. Happiness

Choose the correct answer from the options given below

- (A) A and B only
- (B) B and C only
- (C) C and D only
- (D) B and D only

50.) Please read the passage and answer the following questions.

The concept of emotional labour emerged from studies of service jobs. But emotional labour is relevant to almost every job. At the least, your managers expect you to be courteous, not hostile in your interactions with co-workers. The true challenge arises when employees have to project one emotion while feeling another. This disparity is emotional dissonance, and it can take a heavy toll. Bottled up feelings of frustration, anger, and resentment can eventually lead to emotional exhaustion and burn out. Emotional dissonance is like cognitive dissonance, except that emotional dissonance concerns feelings rather than thinking. It is from the increasing importance of emotional labour as a key component of effective job performance that we have come to understand the relevance of emotion in every field.

Emotional labour creates dilemmas for employees. There are people with whom you have to work that you just plain do not like. Maybe you consider their personality abrasive. Maybe you know they have said negative things about you behind your back. Regardless, your job requires you to interact with these people on a regular basis. So you are forced to feign friendliness. It can help you, on the job, especially if you separate emotions into felt or displayed emotions. Felt emotions are an individual's actual emotions. In contrast, displayed emotions are those that the organisation requires workers to show and considers appropriate in a given job. They are not innate; they are learned. Similarly, most of us know we are expected to act sad at funerals, regardless of whether we consider the person's death a loss and to appear happy at weddings even if we don't feel like celebrating. Research suggests that at workplaces, it is expected that we should typically express positive emotions like happiness and excitement and suppress negative emotions like fear; anger; disgust and contempt.

Question: According to the passage, effective emotional labour management involves :

- A) Acceptance of emotional dissonance
- (B) Free expression of feelings of frustration
- (C) Display of friendly emotions
- (D) Side tracking the learned emotions