

NATIONAL LAW UNIVERSITY DELHI
Ph.D. ADMISSION TEST – 2019

Date of Exam : May 5, 2019 (Sunday) Centre's Name : _____
Duration : 90 Minutes Roll No. : _____
Max. Marks : 100 OMR Sheet No. : _____
Date of Birth : _____

INSTRUCTIONS TO CANDIDATES

1. *No clarification on the Question paper can be sought. Answer the questions as they are.*
2. There are 100 multiple choice objective type questions. Answer **ALL** the questions.
3. Each question carries **ONE** mark. **Total marks are 100.**
4. There will be **Negative Marking**. For every wrong answer **0.25 marks** will be deducted.
5. Candidates have to indicate the correct answer by darkening any one of the four responses provided, with **BLACK/ BLUE BALL POINT PEN** in the **OMR Answer Sheet**. Example: For the question, "Where is the Taj Mahal located?" The correct answer is (b).

The candidate has to darken the corresponding circle as indicated below:

(a) Kolkata (b) Agra (c) Bhopal (d) Delhi

Right Method

(a) ● (c) (d)

Wrong Methods

(a) ⊗ (c) (d) (a) (b) ⊗ (c) (d) (a) (b) (c) (d)

6. Answering the question by any method other than the method mentioned above shall be considered wrong answer.
7. More than one response to a question shall be counted as *wrong answer*.
8. The candidates shall not write anything on the OMR Answer Sheet other than the details required and in the spaces provide for.
9. After the Test is over, the candidate has to return the test booklet along with the OMR Answer Sheet to the invigilator.
10. The use of any unfair means by any candidate shall result in the cancellation of his/her candidature.
11. Impersonation is an offence and the candidate, apart from disqualification, may have to face criminal prosecution.
12. **Electronic gadgets like mobile phones, pagers, digital watches or calculators etc. are strictly not permitted inside the Test Centre/ Hall.**
13. The candidates shall not leave the hall before the Test is over.



1. Secondary sources are designed:
 - (a) To have force of law
 - (b) To have effect of law
 - (c) To provide background information
 - (d) From other secondary sources

2. Legal encyclopedias are not:
 - (a) Finding Tools
 - (b) Secondary Source
 - (c) Primary Source
 - (d) Case Finder

3. Consider the statements 'A' (Assertion) and 'R' (Reason):
A: Legal encyclopedias may not be completely relied about a case.
R: Legal encyclopedias only contain the publisher's interpretation of the law at the time it was written.
Choose the correct answer from the options given below:
 - (a) Both A and R correct
 - (b) A correct and R incorrect
 - (c) A incorrect and R correct
 - (d) Both A and R incorrect

4. To publish case reporting, the following approach(s) are followed by the American Law Reports:
 - (a) exhaustive
 - (b) selective
 - (c) both exhaustive and selective
 - (d) derivative

5. The American Law Reports are similar to legal encyclopedias because they contain:
 - (a) Textual explanations of the law with lengthy footnotes to relevant cases.
 - (b) Case selected for publication illustrates legal issue covered in the annotation.
 - (c) Both (a) and (b) are correct.
 - (d) Both (a) and (b) are incorrect.

6. Consider the statements 'A' (Assertion) and 'R' (Reason):
A: Do not assume that the legal citations found when researching are in correct citation form.
R: Always check your citations against the appropriate citation rule for correct form.
Choose the correct answer from the options given below:

- (a) Both A and R correct
- (b) A correct and R incorrect
- (c) A incorrect and R correct
- (d) Both A and R incorrect

7. The 'Words and Phrases' is a/an:

- (a) Annotation
- (b) Legal Encyclopedia
- (c) Treatise
- (d) Multivolume judicial legal dictionary

8. An addition to a law book that updates it until a bound supplement or a new edition comes out and which is found inside the back or front part of the book is known as:

- (a) Supplementary part
- (b) Complimentary part
- (c) Pocket part
- (d) Additional part

9. A collection of model legal forms that can be used as a basis in drafting documents is known as:

- (a) Formbooks
- (b) Performa books
- (c) Template books
- (d) Ready reckoners

10. Which of the following is not a legal periodical?

- (a) Law Review
- (b) Law Journal
- (c) Legal Newspaper
- (d) Digest

11. 'A multivolume set of books that functions as an index, contains case summaries arranged by topics, allowing the researcher to find cases related to a particular legal principle' is known as:

- (a) Glossary
- (b) Digest
- (c) Journal
- (d) Judicial Dictionary

12. Why judges write decisions?

- (a) To inform the parties to the dispute who won and who lost.
- (b) Giving the rules and reasoning the judge applied to a given set of facts.
- (c) To inform the legal profession of the rules the judge applied to a given set of facts.
- (d) All the above.

13. If you quote a passage that was printed with a typographical error or other mistake, what should you do to caution the reader about such mistake?

- (a) Insert [Sic] after the mistake.
- (b) Insert [Error] after the mistake.
- (c) Correct the mistake and underline it.
- (d) Correct the mistake and alter the quoted material accordingly.

14. Plagiarism is:

- (a) Adopting another writer's work as yours without giving proper credit to the other writer.
- (b) Quoting from a primary and secondary source without putting the language in quotation marks.
- (c) Following another writer's style and word choice.
- (d) All the above.

15. A citation including the page number(s) on which a quotation or referenced material locates is known as:

- (a) Proper Citation
- (b) Universal Citation
- (c) Pinpoint Citation
- (d) Page Citation

16. A set of books or database that lists relevant legal events subsequent to a given case, statute or other authority is called:

- (a) Glossary
- (b) Citator
- (c) Encyclopedia
- (d) Annotation

17. Indian Parliament is:

- (a) Cameral
- (b) Unicameral
- (c) Bicameral

(d) Multi-cameral

18. A law that changes the legal status of things already done is:

- (a) Perfect law
- (b) Imperfect law
- (c) Prospective law
- (d) Retrospective law

19. A final copy of the bill after approval by the House is called:

- (a) Engrossed copy
- (b) Final copy
- (c) Draft Act
- (d) Draft copy

20. Full form of 'AGLC' is:

- (a) American Guide to Legal Citation
- (b) Australian Guide to Legal Citation
- (c) Asian Guide to Legal Citation
- (d) Anglo-Indian Guide to Legal Citation

21. Metadata that describes the contents and quality of statistical data is called:

- (a) Descriptive metadata
- (b) Structural metadata
- (c) Administrative metadata
- (d) Reference metadata

22. What does 'RSS Feed' mean?

- (a) Rich Site Syndication
- (b) Really Simple Syndication
- (c) Really Simple Summary
- (d) Rich Simple Summary

23. An application that distributes messages to subscribers on an electronic mailing list is called:

- (a) Listserv
- (b) Indexer
- (c) List maker
- (d) List mailer

24. Why do Legal scholars question credibility and authority of citing Wikipedia or other wikis?

- (a) Wiki software allows site visitors to add, delete, and otherwise modify entries on the site.
- (b) Comparing the reliability of information on Wikipedia to the Encyclopedia Britannica found that Wikipedia entries were slightly more prone to error.
- (c) Both (a) and (b) correct.
- (d) Both (a) and (b) incorrect.

25. One of the first significant efforts to create a 'Wiki' specifically on law came from Cornell Law School's Legal Information Institute. It is known as:

- (a) Lix
- (b) Lex
- (c) Wix
- (d) Wex

26. While researching international treaties, the researcher needs to find the information about the parties to the treaty. Such piece of research is:

- (a) Relation information
- (b) Status information
- (c) Regional information
- (d) Fact finding

27. The drafting history of international treaty is referred to as:

- (a) `travaux pre´paratoires
- (b) thrivaux predatory
- (c) `travics pre´datory
- (d) None of the above

28. Which of the following is not the element of customary international law?

- (a) Widespread repetition by States of similar international acts over time.
- (b) Acts occurring out of sense of obligation.
- (c) Acts taken by a significant number of States and not rejected by a significant number of States.
- (d) Acts formally approved by the UNO.

29. Peremptory norms include:

- (a) Crime against humanity
- (b) Piracy
- (c) Both (a) and (b) are true.

(d) Both (a) and (b) are untrue.

30. Article 38 of the ICJ Statute mentions “judicial decisions and the teachings of the most highly qualified publicists of the various nations are_____ means for the determination of rules of law”:

- (a) primary
- (b) subsidiary
- (c) positive
- (d) residual

31. Writings of Publicists are_____evidence of an international customary law:

- (a) Authoritative and binding
- (b) Persuasive
- (c) Both authoritative and persuasive
- (d) None of the above

32. Black’s Law Dictionary defines a ‘Publicist’ as a:

- (a) Scholar
- (b) Law scholar
- (c) International law scholar
- (d) None of the above

33. Which of the following factor(s) are important to determine whether a certain author is a highly qualified publicist?

- (a) Author’s number of publications
- (b) How often Author’s publication(s) is/are cited
- (c) Both (a) and (b) are correct
- (d) Both (a) and (b) are incorrect

34. Comparative law is a:

- (a) Rule of law
- (b) System of law
- (c) Body of rules
- (d) Method to legal inquiry

35. Which of the following philosopher made a famous argument usually called as the ‘function argument’?

- (a) Aristotle
- (b) Socrates
- (c) Augustine

(d) Bentham

36. Aristotle suggested four stages in dealing with a philosophical problem. Which of the following is not the part of such stages?

- (a) Incontinence
- (b) Views of the many and the wise
- (c) Perceptual knowledge
- (d) Knowledge of any ethical universal

37. 'Any conception of happiness must include all goods.' Statement can be interpreted as:

- (a) Realist
- (b) Collectivist
- (c) Exclusivist
- (d) Inclusivist

38. Aristotle says "Having fear at the right time, of the right things, and so on is 'the mean and best'. The statement was made under a famous doctrine called:

- (a) Doctrine of fear
- (b) Doctrine of the mean
- (c) Doctrine of best
- (d) Doctrine of Reinforcement

39. What makes actions right is their being in accordance with the law of reason. The statement infers the philosophy of:

- (a) Utilitarianism
- (b) Kantianism
- (c) Augustinianism
- (d) Darwinism

40. A captain's action of throwing cargo overboard to stop his ship going down: he might well claim in mitigation that he had no choice. The excusing condition argued reflecting the source of action is:

- (a) External force
- (b) Internal choice
- (c) Mixed action
- (d) Involuntary mix action

41. Mr. K finishes painting an upstairs window frame and drops the brush to the ground below. Unknown to him, his neighbor Ms. P is passing at the time, and the brush lands squarely on her head. Here, K's action is expected to be:

- (a) Voluntary
- (b) Involuntary
- (c) Non-voluntary
- (d) Consented

42. Virtuous person is able to get the things right in each sphere of life without guidance from others, and his capacity to do that is called:

- (a) Individual virtues
- (b) Virtuous action
- (c) Habituation
- (d) Practical wisdom

43. An ability to see situation correctly is called:

- (a) Ethics
- (b) Reason
- (c) Practical Wisdom
- (d) Knowledge

44. 'Dining is one of my pleasures.' In this statement, pleasure is a/an:

- (a) Mental state
- (b) Activity
- (c) Mix of psychological and physical activity both
- (d) Phenomenon

45. An empirical legal study does not include:

- (a) Empirical investigation of law
- (b) Doctrinal analysis of legal principles
- (c) Empirical investigation of legal phenomenon
- (d) Empirical investigation of legal system

46. Match the table I and II, following the given Codes:

- | I | II |
|------------------------|---|
| A. Primary Authority | i. Non-law sources on which a court may rely. |
| B. Secondary Authority | ii. The law itself. |

- C. Legal Research iii. Process of determining how the law applies to the problem.
 D. Legal Analysis iv. Process of finding the law that applies to the problem.

Codes:	A.	B.	C.	D.
(a)	i.	ii.	iii.	iv.
(b)	ii.	iii.	i.	iv.
(c)	ii.	i.	iv.	iii.
(d)	ii.	iv.	iii.	i.

47. If the researcher is unfamiliar with a specific area of law, such as defamation then a treatise on law of torts will provide an overview of the area. The treatise would also include:

- (a) References of Key Court cases relating to defamation
- (b) Enacted law concerning defamation
- (c) Both (a) and (b) correct
- (d) Both (a) and (b) incorrect

48. Match the table I and II, following the given Codes:

I	II
A. Annotation	i. Legal terms and a citation to the authority for the definition and guides to pronounciation.
B. Law Dictionary	ii. Scholarly works including articles and commentaries usually published by Law Schools.
C. Law Review	iii. a comprehensive set of brief articles on legal topics arranged in an alphabetical order.
D. Legal Encyclopedia	iv. Note or commentary on some section of a book or a statute intended to explain or illustrate its meaning.

Codes:	A.	B.	C.	D.
(a)	i.	ii.	iii.	iv.
(b)	ii.	iii.	i.	iv.

- (c) ii. i. iv. iii.
(d) iv. i. ii. iii.

49. "The common approach to legal analysis involves a procedural order following certain steps". Consider the statement and suggest appropriate order following the codes given below:

Codes:

- A. The identification of the legal question or issues raised by the facts of the case.
- B. A determination of how the rule of law applies to the issue.
- C. The identification of the law that governs the issue.
- D. A summary of the results of the legal analysis.

- (a) A, B, C, D
- (b) A, C, B, D
- (c) B, C, A, D
- (d) C, B, A, D

50. A trial court performs basic functions in the legal administration of justice, which does not include:

- (a) Fact finding
- (b) Law finding
- (c) Not to leave any scope for appeal against its decision
- (d) None of the above

51. The purpose of legal impact analysis is to:

- (a) Record and explain how a particular law and group of subjects are linked within a particular social setting.
- (b) Record and explain how a particular law work within a particular social setting.
- (c) Both (a) and (b)
- (d) None of the above

52. Legal Reasoning refers to:

- (a) Psychological process undergone by Judges in reaching decisions.
- (b) Arguments that Judges give in writing in support of the decisions they render.
- (c) A logic of judicial decision making.
- (d) All the above.

53. The process of legal analysis requires:

- (a) a quality to appreciate legal facts.
- (b) a critical vision towards law and social science.
- (c) a determination of what law applies to a legal question and how it applies.
- (d) a determination of procedure of enactment of the statute.

54. In which situation the laws are created by the Courts?

- (a) When there is no direct law governing the facts in issue.
- (b) When the meaning or application of the enacted law is unclear.
- (c) Both (a) and (b) are correct.
- (d) None of the above.

55. The use of Problem Method in teaching law with the cases is helpful to teach the student_____:

- (a) what law is?
- (b) how to use law?
- (c) the purpose of law.
- (d) the object of law.

56. The propositions used as premises in testing a body of legal propositions for logical consistency are:

- (a) Legal propositions
- (b) Non legal propositions
- (c) Both (a) and (b)
- (d) None of the above

57. The premises resorted in testing the justice and rules of law include:

- (a) Ethical normative statements
- (b) Circumstances
- (c) Social context.
- (d) All the above.

58. Match the table I and II, following the given Codes:

I	II
A. Semantics	i. The relation of words to those who utter, receive or understand them.
B. Syntactics	ii. The word, as the minimum expression of meaningful content, is the basic unit of communication by linguistic signs.

- C. Pragmatics iii. The relations between words as linguistic signs and what they refer to.
- D. Discourse iv. The formal relations of words to other words.

Codes:	A.	B.	C.	D.
(a)	iii.	iv.	i.	ii.
(b)	ii.	iii.	i.	iv.
(c)	ii.	i.	iv.	iii.
(d)	iv.	i.	ii.	iii.

59. Division of branches of jurisprudence helps the legal professionals:

- (a) To orderly place the work with the field it signifies substantially.
- (b) To characterize the work of overall field it covers.
- (c) To avoid wastage of time.
- (d) All the above.

60. Match the table I and II, following the given Codes:

I	II
A. Nomostatics	i. Dynamic normative orders
B. Nomodynamics	ii. Static normative orders
C. Law in action	iii. Paper rules.
D. Law in book	iv. Working rules.

Codes:	A.	B.	C.	D.
(a)	iii.	iv.	i.	ii.
(b)	ii.	iii.	i.	iv.
(c)	ii.	i.	iv.	iii.
(d)	iv.	i.	ii.	iii.

61. "A judge who has to decide a concrete case must have recourse to his own intuition and imagination, since every case is only a stimulus to which the judge reacts in order to make a good (just) decision."

Above statement is the famous quote of:

- (a) Savigny
- (b) Puchta
- (c) Hutcheson
- (d) Kirchmann

62. Adaptation of methods so far as a legal theory is concerned, the lawyers take advantage of outside methods that serve the specific needs of lawyers in a case. It is known as:

- (a) Methodological Heteronomy
- (b) Critical Legal Study
- (c) Rejection of Method
- (d) Analytical Philosophy of law

63. 'Horse-shoe analysis' is a type of:

- (a) Linguistic analysis
- (b) Logical Analysis
- (c) Both (a) and (b) are correct.
- (d) Both (a) and (b) are incorrect.

64. An analytical legal theory confined to the analysis of ordinary language may be denoted as:

- (a) Soft-shoe analysis
- (b) Horse-shoe analysis
- (c) Deontic logic
- (d) legal-theoretic problems

65. Among "soft" analytic legal philosophers the name of _____ deserves special attention:

- (a) G.H. von Wright
- (b) A. Ross
- (c) H.L.A. Hart
- (d) O. Becker

66. According to Legal Realism philosophy, jurisprudence can be labelled "a science" only when it uses methods that developed in:

- (a) Natural sciences
- (b) Empirically oriented disciplines

- (c) Both (a) and (b) correct
- (d) Both (a) and (b) incorrect

67. 'The Path of the Law' was a famous work of:

- (a) Llewellyn
- (b) Frank
- (c) Moore
- (d) Holmes

68. As emphasised by Roscoe Pound, which of the following is the most important social interest that the law should realise and protect?

- (a) Common security
- (b) Social institutions
- (c) Economic, cultural and political progress
- (d) Protection of an individual's life

69. Social systems having the ability to self-regulate are called:

- (a) Hermeneutic
- (b) Heteropoietic
- (c) Autopoiesis
- (d) None of the above

70. Argumentation theories are based on methodological conceptions developed in:

- (a) Analytical jurisprudence
- (b) Legal discipline
- (c) Social science discipline
- (d) Other scientific disciplines

71. Which one of the following statements is untrue regarding the theory of methodological autonomy in legal research?

- (a) One can make use of such adapted methods only if they support what is achieved by specifically legal arguments.
- (b) Lawyers can employ not only their own methods, but also techniques developed in other disciplines.
- (c) Autonomy means methodological isolation for legal study from other disciplines.
- (d) Autonomy does not mean methodological isolation for legal study from other disciplines.

72. The idea of the full methodological autonomy of legal science was clearly expressed in school of thoughts of:

- (a) German historical school

- (b) Modern natural law school
 - (c) Sociological school
 - (d) Ancient natural law school
73. Within legal positivism, substantial effort has been devoted to analysis of fundamental legal concepts. This analysis serves as a basis for:
- (a) carrying out the process of legal interpretation.
 - (b) conceptual framework for legal dogmatic and philosophy of law.
 - (c) Both (a) and (b) are correct.
 - (d) Both (a) and (b) are incorrect.
74. What is cartwheeling?
- (a) Method to identify problem
 - (b) Method to identify key terms
 - (c) Method to establish research objectives
 - (d) Method to formulate hypothesis
75. If the legal problem is simple, perhaps answered by a statute then:
- (a) Respective statute is sufficient to locate primary authority.
 - (b) Respective statute is not sufficient to locate primary authority.
 - (c) Additional legal research is required to flesh out the answer to the problem.
 - (d) None of the above.
76. Shepardizing on a case is to analyze:
- (a) Impact of citing authorities.
 - (b) Updated validation of legal authorities.
 - (c) Analyze the later treatment of the case.
 - (d) All the above.
77. An inadequate legal research by an advocate means:
- (a) Incompetence
 - (b) Violation of professional ethics
 - (c) Irregularities in dealing with client.
 - (d) All the above.
78. Defeasible logic is an example of:
- (a) Nonmonotonic logic
 - (b) Monotonic logic
 - (c) Both (a) and (b) are correct
 - (d) Both (a) and (b) are incorrect

79. In a comparison between two arguments when both are logically inconsistent which method is important to decide which argument will prevail?
- (a) Pragmatic Argument
 - (b) Shepardize Method
 - (c) Defeasible Logic
 - (d) Classical logic
80. A method that includes approaches in which performance standards are established with respect to relative standing or performance of examinees from a relevant population is called:
- (a) Norm-referenced method
 - (b) Criterion-referenced method
 - (c) Test-centered method
 - (d) Examinee-centered method
81. 'Things' that are amenable to acceptance are known as:
- (a) Justification
 - (b) Potential acceptance
 - (c) Constitutive coherentism
 - (d) Integrated coherentism
82. A positive constraint between two elements can be satisfied:
- (a) by accepting both elements.
 - (b) by rejecting both elements.
 - (c) by accepting one element and rejecting other.
 - (d) either by accepting or rejecting both elements.
83. In the process of farming and crop output, the rainfall is:
- (a) exogenous variable
 - (b) endogenous variable
 - (c) experimental variable
 - (d) non variable
84. Scientific methods can't be characterized by the:
- (a) objectivity and generality
 - (b) verifiability and credibility
 - (c) values and beliefs of a researcher
 - (d) All the above
85. Research aimed to discover the truth through examination and interrogation of competing ideas, arguments, and perspectives instead of data is known as:

- (a) Doctrinal Research
 - (b) Dialectical Research
 - (c) Decision-Oriented Research
 - (d) Participatory Research
86. Informal experimental design can be:
- (a) Before and after without a control design.
 - (b) After only with a control design.
 - (c) Before and after with a control design.
 - (d) All the above.
87. The backbone of the experimental design is:
- (a) Replication
 - (b) Randomization
 - (c) Local control
 - (d) All the above
88. Term 'RCBD' used for research design stands for:
- (a) Randomized Complete Block Design
 - (b) Randomized Comprehensive Block Design
 - (c) Randomized Correlation Block Design
 - (d) Randomized Curative Block Design
89. An arrangement of treatments in such a way that each treatment occurs once and only once in each row and each column. In this type of allocation of treatments, the total variations among the experimental units are partitioned into different sources, namely, row, column, treatments, and errors. Such design is called:
- (a) American Square Design
 - (b) Latin Square Design
 - (c) Random Block Design
 - (d) Factorial Design
90. An entity which varies over different situations is known as:
- (a) Facts
 - (b) Factor
 - (c) Variable
 - (d) Non variable

91. In a research study of plant types, where quality characters are designated by different numbers i.e., bushy type of plants assigned number 1, erect type number 2, and tree type number 3, and so on. Such variable is called:

- (a) Number variable
- (b) Quantitative variable
- (c) Qualitative variable
- (d) Dummy variable

92. If a respondent is asked to indicate the purpose of using mobile phone in his/her daily life, the respondent answers the following options as: (1) talking to people at distant places, (2) using GPS for daily life activities, (3) using camera for getting records, (4) listening to music, (5) used for simple calculations, (6) using as a miniature form of computers, etc. It is an example of:

- (a) Multiple Response Variable
- (b) Dummy Variable
- (c) Target Variable
- (d) Weight Variable

93. In scaling system where the numbers are provided on the jersey of a player to recognize a player with that particular number, the scale is known as:

- (a) Ordinal scale
- (b) Nominal scale
- (c) Interval scale
- (d) Ratio Scale

94. If an examiner does not wish to provide the highest rank or the lowest rank but rather puts the average rank, then error of _____ occurs:

- (a) leniency
- (b) central tendency
- (c) halo effect
- (d) systematic bias

95. Sampling theory can be visualized as consisting of:

- (a) Selection of proper sample.
- (b) Collection of information from the sample.
- (c) Analysis of information to draw inferences about the population as a whole.
- (d) All the above.

96. The differential behavior of respondents i.e. differences in response and inability in recalling information are the major sources of:

- (a) Sampling Error
- (b) Non-sampling Error
- (c) Standard Error
- (d) Accidental Error

97. A procedure for selecting a sample from the population where a unit is selected and the process is continued till "n" distinct units are selected ignoring all repetitions is known as:

- (a) Simple random sampling without replacement
- (b) Simple random sampling with replacement
- (c) Both (a) and (b) are correct.
- (d) None of the above.

98. In a nonparticipant observation method data collection leads the observer to record the feelings/experiences of others without disclosing the identity. This method is also known as:

- (a) Systematic observation
- (b) Disguised observation
- (c) Controlled observation
- (d) Uncontrolled observation

99. Interviewing through the video chatting is as good as _____ interviewing method of data collection:

- (a) personal
- (b) telephonic
- (c) questionnaire
- (d) non-observation

100. When the consumers purchase any durable items, the post card (or any other form) size of information sheet is provided to the consumer to collect information not only about the product but also about certain other points of business interest. Analyzing the feedback from the consumer, the efficiency of the business house could be enhanced. Analyzing the feedback forms, the feelings, the attitude of the consumers, their expectations or discontent, etc., can be obtained by:

- (a) Audit Method
- (b) Content Analysis Method
- (c) Warranty Card Method
- (d) PRA Method

Space for Rough work

Space for Rough work

Space for Rough work
