

INSTRUCTIONS: Questions 1 to 20 carry negative marks, therefore choose options accordingly.

1. Consider the following statements:

Listening:

1. involves only verbal messages
2. requires no eye contact
3. requires alignment of body posture
4. regulates interpersonal communication

Choose the correct answer from the following codes:

Codes:

- a) 1, 2, 3 are correct b) 1, 3, 4 are correct
 c) 1, 2 are correct d) 3, 4 are correct

2. Which of the following communicates interpersonal attitudes?

1. tone of voice
2. facial expressions
3. words
4. message content

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 3, 4 are correct
 c) None are correct d) All are correct

3. Interpersonal Skills refers to:

1. identifiable behaviors
2. learned behaviors
3. knowing how to behave in interpersonal situations
4. abilities essential for reactive/responsive behavior

Choose the correct answer from the following codes:

Codes:

- a) 1, 2, 3 is correct b) Only 3 is correct
 c) 4 is correct d) All are correct

4. Consider the following statements:

Communication in interpersonal interactive situation is affected by:

1. Environmental context
2. Cultural context
3. Semantic noise
4. Social-emotional context

Choose the correct answer from the following codes:

Codes:

- a) 1 is correct b) 1, 2, 4 are correct
 c) 3 is correct d) All are correct

5. Consider the following statements:

Empathy can be communicated through:

1. leaning backward
2. closer proximity
3. more openness of arms

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 2, 3 are correct
 c) 1, 3 are correct d) All are correct

6. In an interpersonal context, nonverbal behaviour can be used effectively:

1. to demonstrate disagreement
2. to signal desire to close interaction
3. to say how they are feeling

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 2, 3 are correct
 c) 1, 3 are correct d) All are correct

7. In an interview situation, you would be judged positively if:

1. you smiled less
2. you maintained eye contact
3. you gestured

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 2, 3 are correct
c) 1, 3 are correct d) All are correct

8. Clothes and accessories, considered as nonverbal elements of interaction, can perform which of the following functions with respect to the size, form and visual characteristics of the body that wears them?

1. support them
2. enhance them
3. de-emphasize them

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 2, 3 are correct
c) 1, 3 are correct d) All are correct

9. Manners as component of interpersonal skills are:

1. unconsciously used
2. ritualized
3. are used simultaneous with words

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 2, 3 are correct
c) 1, 3 are correct d) All are correct

10. Interpersonal skills refer to:

1. ability to misunderstand
2. ability to communicate
3. ability to work well with individuals
4. ability to develop affective working relationships

Choose the correct answer from the following codes:

Codes:

- a) 1, 2, 3 are correct b) 2, 3 are correct
c) 2, 3, 4 are correct d) 3 is correct

11. Interpersonal skills refer to the ability to work:

1. in a team
2. on a group
3. alone

Choose the correct answer from the following codes:

Codes:

- a) 1 is correct b) 1, 2, are correct
c) 1, 3 are correct d) All are correct

12. Interpersonal skills are:

1. intentional
2. unconscious
3. purposeful

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 2, 3 are correct
c) 1, 3 are correct d) All are correct

13. Which of the following are the interpersonal aspects of your personality?

1. communicating clearly
2. listening well
3. appropriate mannerisms

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 2, 3 are correct
c) 1, 3 are correct d) All are correct

14. Interpersonal competence involves diagnosing:

1. what is going on in economically and politically
2. identifying situation specific action required
3. implementing the action

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 2, 3 are correct
c) 1, 3 are correct d) All are correct

15. Which of the following are the elements of skilled interpersonal interaction?

1. person-situation context
2. situation & para situation context
3. situation & perception

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 2, 3 are correct
c) 1, 3 are correct d) All are correct

16. Self-awareness is an important ingredient in interpersonal interactions because:

1. it is associated with our ability to read other's behaviour
2. it enhances our ability to construct our courses of action
3. it declines our ability to deliver an effective performance

Choose the correct answer from the following codes:

Codes:

- a) 1, 2 are correct b) 2, 3 are correct
c) 1, 3 are correct d) All are correct

17. Meaning of the message (formal context) depends upon:

1. role relationships of people involved
2. status relationships of people involved
3. kin relationships of people involved
4. authority relationships of people involved

Choose the correct answer from the following codes:

Codes:

- a) 1, 2, 3 are correct b) 1, 3, 4 are correct
c) 1, 2, 4 are correct d) All are correct

18. The purpose of communication skill is/are:

1. creation of message
2. transmission of meaning
3. interpretation of message

Choose the correct answer from the following codes:

Codes:

- a) 1 is correct b) 2 is correct
c) 3 is correct d) All are correct

19. Which of the following are not the functions of communication in an interpersonal situation?

1. information
2. influence
3. motivation

Choose the correct answer from the following codes:

Codes:

- a) 1 is correct b) 2 is correct
c) None are correct d) 3 is correct

20. *"I would like to share some facts with you that may assist in understanding the whole situation. Is that OK with you!"*

The above piece of conversation is an example of:

1. aggressive communication
2. assertive communication
3. active communication

Choose the correct answer from the following codes:

Codes:

- a) 1 is correct b) 2 is correct
c) 3 is correct d) None are correct

INSTRUCTIONS: Qs. 21-80 carry differential marks, therefore choose options accordingly.

21. It was late in the evening and as you were walking in the balcony you noticed that some miscreants are defacing the wall by the roadside by writing provocative slogans. As you read the slogans, you feel that it has the potential to hurt sentiments of a particular community. What should you do?

- a) You immediately go down and confront them.
- b) You will call your friends, collect them and confront them.
- c) You will immediately call your Housing Society President and urge him to reach the scene.
- d) You will call the police and inform about the defacing activity.
22. One morning as you were getting your Bike refueled at your neighborhood petrol station. You notice a petrol station attendant adulterating the fuel kept in a barrel close by. What would you do?
- a) Ignore it as it was not your concern and it did not in any way affect you.
- b) You will confront the attendant
- c) Talk to the Manager and write a complaint in the complaints register.
- d) Talk to the Manager and call the company's customer complaints cell.
23. One of your friends had a minor road accident and in a profusely bleeding condition you rush him to the nearest General Hospital. But the hospital referred to admit him without a copy of Police FIR as they found it to be a medico-legal case. What would you do?
- a) Leave your friend at the General Hospital waiting room and go to file an FIR at the nearby Police Station.
- b) Take him to a private nursing home.
- c) Dial police help line, in presence of the Hospital authorities.
- d) Meet the hospital superintendent and explain the situation.
24. You and your family are in very good terms with your neighbor Mr. Pandey and his family. In fact their son/daughter happens to be your good friend. Recently, you notice that they have engaged a 13 years old boy as a house help and you often see them ill-treating the boy. What should do?
- a) Call child help line and inform them of the situation.
- b) Talk to you parents and after their consent talk to Mr. Sharma
- c) Sensitize your friend and explain the socio-legal consequences of employing an underage boy.
- d) Call the local NGO to rescue the boy.
25. Off late you notice that your Professor has been picking on you, much to your irritation and discomfort. How would you respond?
- a) You will seek an appointment with the Prof. and try reasoning with him.
- b) You will try talking to the Prof. to find out the reason for his behavior.
- c) You will ignore him
- d) You will talk to the Principal about your Professor's treatment.
26. During the recent Municipal elections, you notice your local candidate's supporters distributing liquor to entice voters. What should be your response?
- a) You will call the police
- b) You will call the excise department
- c) You will call and inform the election commission representative.
- d) You will collect your friends and try to stop the supporters from distributing liquor.
27. You are working on a Project, headed by a very senior Prof. for the last 6 months. And while working under him, you notice that your Project Head was continuously misusing office property for personal use. What should you do?
- a) Talk to other project members and collect them and then talk to the Project Head.
- b) Inform vigilance department by writing an anonymous letter.
- c) Talk to the Project Head informally after office.
- d) Inform the Project Head's superior about the former's behavior.

28. During a Departmental function of your college, your friend insults you in front of your teacher. How should you react?
- You will control yourself and ignore it.
 - You will request the teacher to intervene
 - You will retaliate
 - You will stay quite but later you will confront your friend.
29. In front of an entire class, your Professor asks you a very embarrassing personal question. What will you do?
- You will ignore it.
 - You will avoid eye contact and answer it unwillingly.
 - You will display your irritation by staring
 - You will answer it with a dash of humor
30. Recently your Housing Society has been witnessing a spate a chain snatching incidents. What should you do to prevent and secure your Housing Society?
- Collect your friends, and organize community patrolling.
 - Call for a General Body Meeting for discussing the issue.
 - Collect the members of Housing Society and go and give representation to the Local SHO.
 - Put an advisory and inform women not to step out after sunset.
31. In your Housing Society, there is a medium sized nursing home, which was doing a good business. But as the business grew, it became a little careless about its waste disposal. The nursing home had started keeping its medical waste in a temporary bin close to the main road. This you feel was irresponsible and could be a source of health hazard. What would you do about it?
- Write a letter to the hospital authorities
 - Write a letter to the Municipal authorities.
 - Collect your friends and approach the municipal authorities.
 - Write a letter to your local MLA.
32. You and your friend Prashant had gone shopping in a nearby Mall. You both enter a book shop and as you both were coming out after browsing, the shop anti theft alarm goes off making the security people stop and frisk you both, and much to your surprise Prashant was hiding a book in his jacket pocket. How will you save the situation?
- You will stand aside and let Prashant handle it.
 - You will step in and try to manage the situation.
 - You will apologize on behalf of Prashant and will offer to pay for the book.
 - You will call Prashant's brother and request him to come to the shop to help you out.
33. You are heading a team and the team had been working diligently on a bridge project. As the bridge was nearing completion, you get the news that the bridge has collapsed. What would you do to avoid an emotional response among your team members?
- You would meet each member one by one to console them.
 - You will call a staff meeting to find ways of salvaging the situation.
 - You will take the team to the bridge site to get a firsthand look.
 - You will give the team a day off, to enable them to get used to news.
34. As you are taking an exam, an attendant comes and informs you that the exam superintendent wants to see you immediately to talk about the examination. What will be your reaction?
- You will face it confidently.
 - You will be nervous
 - You will inform the attendant that you will come after the exam
 - You will start crying.



35. Your neighbor has a pet dog and the dog off late had become aggressive and started to bite almost everyone. You tried talking to them but they ignored your requests. What should you do?
- You will write a complaint letter to the local municipal authorities.
 - You will inform your Housing Society Body and will request for a general body meeting.
 - You will collect your immediate neighbors and talk to them.
 - You will call the police.
36. Your neighbor after completing his construction work had left the construction material lying on the main road, much to your inconvenience. You tried reasoning with them, but to no avail. What would you do?
- You will call the police
 - You will collect your neighbors and remove it
 - You will complain to the local municipal authorities.
 - You will complain to the Housing Society and request them to remove the material.
37. You are traveling in a train and the coach in which you are traveling catches fire. What will be your reaction?
- Pull the chain
 - Try to save your life
 - Collect a few people and try to douse the fire
 - Try to locate the fire extinguisher.
38. You along with your friends are traveling in car to a nearby city. As you hit the Highway, you suddenly notice that the car that was in front of you ran into a young man. The driver of the car, instead of stopping sped away. You slow down your car and notice that the young man had survived, but was little hurt. What should be your response?
- You will stop the car and carry the young man to a nearby hospital.
 - You will move on seeing that the man was not seriously hurt.
 - Seeing the young man not badly hurt, you will speed up with the intention of catching the rash driver.
 - You will stop leave one of your friends to help the young man and then try to chase the rash driver.
39. You are traveling in a train and the coach behind your compartment catches fire. What will be your response?
- Pull the chain
 - Collect few people and try to put out the fire
 - Try to locate the fire extinguisher in order to help in putting out the fire
 - Move into the next coach to save lives.
40. You notice that your building elevator, which earlier used to be clean, has off late become stained of pan and tobacco. And all this was happening despite the presence of a lift Man. What will you do?
- You will scold the lift man
 - You will request the Society to replace the lift man
 - You will talk to the lift man and warn him.
 - You will sensitize the society people about cleanliness.
41. You had a very important job interview in Mumbai, and you had carefully planned everything, right from booking flight tickets in advance to the hotel. When you reach airport, you get to know that the flight is delayed by 4 hours. You get a little annoyed but you were not ruffled by it as you knew that you will still make it in good time. But after 4 hours, you hear an announcement that the flight has been cancelled. What will be your reaction/response?

- a) You will go and complain to the operations manager.
- b) You will get back home and file a complaint in consumer court.
- c) You will try to locate other flights that would be leaving about that time and try to find a seat.
- d) You will get back, knowing that things are beyond your control now.
42. Your roommate backs into your Prof's email account to get the next week's test's question paper. What would be your reaction?
- a) You will ignore it, as your room mate is grown up enough to know the consequences.
- b) You will try talking him out of it.
- c) You will physically prevent him from committing such an action
- d) You will assist him as the paper was important, besides you know that no one will get to know as its happening in your room and it's between you two.
43. You are traveling in train, and during the journey you get friendly with your co-passenger. Next morning when you get up you notice that your co-passenger has left but he had forgotten his briefcase. In order to find his address details, you open it and much to your shock, you find it to be full of currency. What should be your response?
- a) Keep it, as everyone knows that finders are keepers.
- b) Talk to the TTE to find out the address details.
- c) Surrender it to the Railway Police.
- d) Keep it and give it in charity later.
44. While you were caught in a traffic jam, you happen to notice a traffic constable accepting cash from a truck driver. What would be your response or reaction?
- a) You will ignore it.
- b) You will get down from your car and confront him
- c) You will talk to the truck driver and try to find out what really happened
- d) You will get down to note the bike number of the constable, in order to complain later.
45. You are getting late for an exam, and you are in a hurry to catch the metro train. But in front is an old couple who are little slow in boarding and you are worried that because of them you might miss the metro. What can you do?
- a) You will excuse yourself and try getting into the metro by squeezing past them.
- b) You will gently push them inside, so that you get in before the door closes.
- c) You will wait for them to get in.
- d) You will request them to hurry up and assist them.
46. You are sitting along with your friends in a coffee shop and all of you were watching a chat show on one of your friend's laptop. Accidentally, you spill coffee over the laptop, and after frantic cleaning efforts by the group, you notice that the laptop had stopped working. What should be your response?
- a) You will apologize
- b) You will apologize and offer to pay for the repair.
- c) You will apologize and offer to get it repaired.
- d) You will apologize and at the same time joke about the laptops not being water proof.
47. As you are reading the morning newspaper, you notice a news item on your friend. In fact, your friend was caught in camera while cheating in the exam. What would be your reaction?
- a) You will laugh it off
- b) You will call him and try to console him
- c) You will call him but will not talk about it
- d) You will immediately show it to your parents.



48. Off late the shopping complex in your neighborhood had become a favorite spot for drunken youths to hang around in the evening and this raised fears among the residents. What should you do?
- Call the police
 - Have a combined meeting of shopkeepers and residents to sort out the issue
 - Ignore it, as it is not your concern
 - Try to organize a group consisting of residents and shop keepers to confront the drunken youths.
49. Recently, one of your close friend's father who was a sitting MLA, got embroiled in an unpleasant corruption scandal. The media was relentless on him and in such a situation what should be your reaction?
- You will ignore it and remain friends with him
 - You will ignore him till the scandal ends
 - You will meet him and express your support
 - You will not encourage him too much after knowing about his father.
50. Recently you purchased an expensive pair of shoes, and after wearing it for a month, you noticed cracks on the front upper of the shoe. What should be your response?
- You will continue wearing it knowing that worn shoe cannot be replaced.
 - You will visit the shop and request them to run a quality check on the shoe.
 - You will visit the shop and ask for a replacement
 - You will approach the consumer court.
51. Your friend was about to get married and you get to know that his parents were seeking a huge dowry from the girl's family. What should be your response?
- You will try talking to your friend
 - You will ignore it as it was your friend's personal affair
 - You will try talking to his parents in front of your friend, to dissuade them.
 - You will inform the police about it.
52. Your father was admitted to a Government Hospital with a medical condition. After a day in the hospital, you noticed that his condition worsened and happen to overhear the doctors talking about how wrong medicines were administered to him. What will be your reaction/response?
- You will immediately approach the hospital Medical Superintendent and share the information and apprehension.
 - You will immediately move your father to a private hospital.
 - You will call the Police.
 - You threaten the hospital doctors with legal action, if they failed to treat him.
53. During your morning walk in your colony, you notice that an old man who was your neighbor was being mugged by 4 youths. What will be your reaction?
- You will shout and run to protect the old man
 - You will take out your mobile and dial 100, for help
 - You will shout and try to scare them.
 - You will try to shout and attract other walkers' attention.
54. You are heading a Project and the Project required you and your team to work along with another Department. During a crisis, the other department's head offers you an advice which was rejected by your team members. Your team members held a completely different point of view. In such a situation what will you do?
- Listen and take the advice, as you feel it could be right advice because it was coming from a senior man.

- b) Listen to your team and reject the advice
c) Call a combined team meeting, though it may delay decision making.
d) You put off decision making by a day to think it over.
55. There is a fire tragedy in a School. The number of casualty is slowly increasing because of lack of timely medical aid. As a District Magistrate you reach the spot and find chaos all around. How would you react to the situation?
- a) you will arrange for dousing the fire and save other areas surrounding the school which was about to be engulfed in the fire.
b) ensure timely availability of medical aid to prevent more death.
c) you will use your official car to carry critically injured patients.
d) you will ask the medical authorities to come to the spot and save lives.
56. You are posted as an administrator in a coastal district. You come to know that Tsunami has struck in the area leading to huge devastation of property and lives. How would you respond?
- a) you find people emotionally surcharged, so to prevent any incident you will deploy extra security.
b) you will immediately arrange for cloths to cover the dead bodies strewn around by the disaster which was source for inciting an emotional outburst.
c) you arrange for food and water for the survivors and assure them of all possible help.
d) you try to calm the people by assuring them of all possible help.
57. As a Returning Officer in a constituency you are visiting a polling booth to collect ballot boxes. You find a few cars parked in your way to delay your timely visit to the booth. Which of the following actions would be the most appropriate at that point of time?
- a) you will simply try to walk down to the polling booth as early as possible to prevent any foul play.
b) you will wait for blockade to be cleared and later will initiate action against those car owners and drivers.
c) you will arrange for another vehicle to reach the spot.
d) you will call the polling centre and the police deployed there to take charge of situation till your arrival.
58. You happen to survey a drought prone area. You find that a group of people are about to die because of lack of water and food because they were left unnoticed for many days. How will you address the situation?
- a) you will arrange for first aid and try to survey more areas to find such people.
b) you will ensure water availability by digging wells and hand pump.
c) you will try to save lives of those who are critical.
d) you will ensure the safety of such people and issue instructions for surveying more drought prone areas.
59. As a common man how will you handle a situation that can conflagrate into riots?
- a) inform police given your past experience about such riots in your city.
b) as a common citizen try to spread the message of brotherhood, amity and peace.
c) try to assess the situation and move to a safer place to save your life and your family's as well.
d) try to save a child who could be a potential victim.
60. You are travelling in a train and find that ticket collector (TTE) is resorting to corrupt practice. As a Development Officer of a different city how would you react to such a practice?

- a) you will react by scolding the TTE and reminding him of his duties
- b) you will take note of the situation and bring it to light to the relevant authorities.
- c) you will get down at the next station and inform the railway police and register a complaint against the erring TTE.
- d) you will ask the TTE to report to your office and take action.
61. In a meeting as a chairman you find one of your subordinate is very argumentative and wants your attention to issues faced by him. How would you handle such situation?
- a) you will berate him and ask him to behave, as meeting has been convened for a different purpose.
- b) you will match his impulsive behavior and try to outsmart him.
- c) you will remind everyone about the purpose of the meeting before proceeding forward.
- d) you will listen to him but scold him that he should have come prepared as the circular of the meeting was conveyed to all the members.
62. As a Head of an organization how would you address an emergency situation arising out of a sudden power failure?
- a) you will resort to first best alternative available so that critical work is not hampered.
- b) you will ask the generator man to immediately restore power supply.
- c) you will try to convene a meeting and ponder over what went wrong.
- d) you will take all possible actions to restore power and ensure normal operations at the earliest.
63. A newspaper reporter lodges a complaint regarding a threatening call by a local MLA in your subdivision. As a Sub-division magistrate you will:
- a) instruct the local police to look into the complaint and if proved correct, warn the MLA of consequences.
- b) directly call the MLA and remind him about freedom of press and right to information.
- c) investigate the matter and take appropriate action.
- d) you will convince the reporter that merely a threatening call is not sufficient to initiate an action.
64. As a bureaucrat you have taken an oath of secrecy but a single piece of information can help save thousand acres of crop from flood. You know that upon official instruction of raising the spill-gate of a dam to prevent flood in upstream area will inundate the downstream crop. What will you do?
- a) you will quietly do the balancing act of issuing orders to raise spill-gates to a lesser height so that minimum crop area is affected.
- b) you will do as directed.
- c) you will write to the appropriate authorities of the government about the consequences of such an action.
- d) you will have sympathy for the people and their crop and will do everything possible to minimize the damage both upstream and downstream.
65. You visit an area as an administrator affected by flash flood during severe winter. There is a widespread damage of lives and property. How will you manage the crisis?
- a) you will ensure a proper shelter with food and water to prevent people from severe chill.
- b) you will immediately press all the agencies into action and do the needful.
- c) you will coordinate the relief operation and manage everything tactfully.
- d) you will motivate people that natural disaster can be managed by strong will power.

66. You find rampant corruption in your city. As a citizen you have been at the receiving end. What would be your reaction when you find that a police inspector is accepting bribes openly?
- you will report it to the local media to highlight it.
 - you will ignore it as a way of life in your city.
 - you will report it to the senior police officer and try to form a public opinion as such practices done openly will corrode morality of the society.
 - you will take a pledge to initiate a movement like Anna Hazare.
67. How will you resolve problem of chronic malnutrition in your city as a development officer?
- You will involve NGOs in tackling the issue.
 - Let the Food & Civil Supplies Ministry take care of it.
 - Try and efficiently channelize PDS system for minimum quality ration to the affected families.
 - You will coordinate between agencies concerned and ensure maximum possible relief to the affected families.
68. As a district collector you go to your office daily and find garbage scattered all across your route and you have brought it to the notice of MCD. Next day you find it cleaned up but after a week it is repetition of the same old story of strewn garbage all over the place. How would you respond?
- you will keep complaining every week so that your route remains clean all the time.
 - you will have a meeting with the MCD officials and find a sustainable solution.
 - you will direct civic agencies under your department to take initiative in this regard.
 - you will initiate awareness campaign for keeping your city clean.
69. You happen to participate a panchayat meeting in a disguise. You are a sub-division officer. The meeting turns chaotic and people become violent. What should you do?
- you reveal your identify but people refuse to take it and the situation becomes more violent and finally you call police.
 - you call the police to take control of the situation.
 - you identify the culprit and initiate action against them.
 - you should never visit panchayat meeting as a disguise.
70. Peace and development is the order in your city where you are the district collector. You are rewarded for your work in form of a Leadership Award. Your colleague who is the collector of a nearby city invites you to share your experience. How would you respond to this invitation?
- you will exclaim with joy and share your experience.
 - you will politely refuse it as you would like to concentrate on your district.
 - you will wait for orders from the government to accept the invitation.
 - other cities are none of your business so will ignore the invite.
71. A small village in a state experiences a peculiar event every Sunday morning. The idols in the temple seem to be radiating halo and there is a huge crowd gathering to see this. People become emotional and demand the place to be declared sacred and of national importance. How would you manage such demand?
- you will ask the appropriate authorities to investigate the phenomena and wait for the report to reply to public opinion.
 - to soothe the emotion you will bring the matter to the Chief Minister's notice and find a solution.

- c) you will pursue the matter with the government and fulfill the demand.
- d) you will assure the public that government will decide about it in due course.
72. You find a group of anti-social elements trying to assault a women while jogging in a park in the evening. The moment you see it you immediately call the police. But by the time they arrived the crime was committed. In order to prevent such crime in future what would you like to do?
- a) you will never call the police in future take action on your own.
- b) you will try to organize a group for ensuring safety in the park
- c) you will ignore it knowing that it is futile to conceive any plans.
- d) you will always call the police but at the same time try to make the park safe by putting up some safety instructions for joggers.
73. There is an inferno in local forest on the outskirts of your city, where you are a forest officer. What should be your first step?
- a) attempt to douse the fire
- b) attempt to save the endangered animals
- c) attempt to evacuate the areas close to the fire
- d) attempt to save critical installations installed in and around the forest.
74. You as a Coast Guard officer are on a patrolling mission. You come to know that a ferry service from the mainland to the local island is facing a strange local piracy. How would you decide to tackle such situation?
- a) you will intensify patrolling to discourage such events in future.
- b) you will inform the appropriate authority and take actions as per law after proper investigation.
- c) you will immediately identify the area and pursue the pirates.
- d) you will form a strategy and involve all the stakeholders to implement it effectively.
75. You are going along with your Professor to attend a seminar, and on the way to it, your Professor gets an urgent call about a family emergency and he instructs you to represent him in the seminar. You are absolutely not prepared for such a responsibility. What would you do to save the situation?
- a) you will politely tell him of your reservations about such a responsibility.
- b) you will accept it but inform him that if you perform badly that should not be held against you
- c) you will not take the responsibility but would suggest another professor's name who would be available on a short notice.
- d) you will suggest that he should inform the organizing committee about the family emergency.
76. You have recently joined a Department and in the last few weeks you have been handed over too much extra responsibilities that did not concern your work. Being junior most you accepted it as you had no choice, but now you feel that because of those extra add-ons your work is getting delayed and you are getting stressed. How will you handle such a situation?
- a) You will continue shouldering the responsibilities as you wanted to prove yourself in the new department.
- b) you will talk to your head and request for more help.
- c) you will talk to your head and request him to offload some work by delegating it to others in the department.
- d) you will request your Head to divest you of all added responsibilities by telling him that your actual work is suffering.

77. You were officially deputed on an outstation assignment and you had taken your brother along with for company without informing your head. Things went well, and after a month your Head calls you and tells you that he got to know that you had taken your brother along on an official assignment. How would react/respond?
- a) you will defend by saying that having your brother along did not affect your work.
 - b) you will not say anything as you find yourself very sheepish about the whole thing.
 - c) you will apologize but defend by saying that others also take their family members on official assignments.
 - d) you apologize and immediately leave his office without saying any other word.
78. Imagine you are travelling in a train and right in your opposite seat, there is an old couple who keeps looking at you nonstop and in between you notice them having a small laugh while looking at you. How would you handle it?
- a) you will also look back, as you have nothing to lose because they are old and strangers.
 - b) you will change your seat by requesting the TTE
 - c) you will ignore them as you find their behavior very silly
 - d) you will go to them and ask them if there was something in your appearance
79. You have recently joined a department, and in the first week of your joining itself, your Department Head asks you to do something official which you find it unacceptable. What should be your reaction/response?
- a) you will do as asked as you are new and you not aware of the ways of office.
 - b) you will refuse to do and politely tell him of your reservations
 - c) you will go and seek counsel from your colleagues before doing it
 - d) you will do it and simultaneously ask for a transfer.
80. Mr. Pandey was a hard worker who put in a lot of hours even after working hours but he was unable to get the kind of recognition or reward that other worker's had in his department. At times he wondered whether he was working right or not. He decided to talk to one of his senior colleagues Mr. Sharma. The latter after listening to Mr. Pandey patiently explained, "Pandey Ji, there are times when being efficient isn't enough. You need to do what is required to get ahead. Everyone is bothered about results; they don't care how you get them. Look, even when I started I worked hard like you, but slowly I realized that it was results that mattered, and how I did it was immaterial. So, even I started to "cook my results" as others did. I am not saying that you follow what others are doing but at least you can give it a thought" Mr. Pandey was a little shocked to hear this. He literally wondered what to do?
- a) he should quit this office and look for something new as it was pointless working without rewards.
 - b) he should talk to his family about it seek their counsel because whatever he was going to do would have direct repercussions on them.
 - c) he should try to find new ways of working efficiently where he could produce results without 'cooking.'
 - d) he should write a formal complaint to the higher ups with all the relevant facts and figures and leave the decision to them.