

Orisys Academy for Skill development and Research

Sreekariyam, Trivandrum

ET (Previous year questions)

SSC/N9001 (Manage your work to meet requirements)

1. Among the following points what should an office employee follow to ensure tidiness around his/her work area?

- I. Establish daily, weekly and monthly cleaning procedures.
- II. Implement a paper recycling program.
- III. Have snacks and refreshments at the workspace.

Choose the correct answer from the options given below.

- A. Only (I)
- B. Only (I) and (II)
- C. Only (II) and (III)
- D. All (I), (II) and (III)

2. On a Monday morning, you enter the office and see that there is a lot of litter on the office floor. What will be the most appropriate response?

- A. Ignore the litter and do your job
- B. Scold the cleaner for not doing his job
- C. Call the cleaner and ask him to clean the office immediately and warn him not to repeat such mistakes
- D. Clean the office by yourself

3. Of all the following jobs what would be the correct order of priority for an office employee?

- I. Work on a new assignment that your boss has given you to complete in 3 days.
- II. Complete a report which is due in 4 hours.
- III. Work on a monthly report that is to be discussed in a week.

Choose the correct answer from the options given below.

- A. I - II - III
- B. III - II - I
- C. I - III - II
- D. II - I - III

4. Below are given statements followed by two conclusions. Take the given statements to be true, even if they contradict commonly known facts, and determine the conclusion/s that logically follow/s from the statements.

Statements:

- I. Some pants are trousers.
- II. All the trousers are jeans.

Conclusions:

- I. All the jeans are trousers.
- II. Some pants are definitely jeans.

- A. Only conclusion I follows
- B. Only conclusion II follows
- C. Either conclusion I or conclusion II follows
- D. Neither conclusion I nor conclusion II follows

5. Amardeep was allotted a project which she would have completed in 5 days. But she asked for help of her team member Shreya so that they could complete the project within the deadline of 3 days. Determine the number of days that Shreya would have taken to complete the same project alone.

- A. 5 days
- B. $5\frac{1}{2}$ days
- C. 7 days
- D. $7\frac{1}{2}$ days

6. Deduce in which sequence should Ashish execute the following tasks.

- I. Complete work on an important project that is to be delivered at end of the day.
- II. Start work on a new assignment to be delivered in 7 days.
- III. Take a regular 30 minutes Technical Skill Assessment online.

Choose the correct answer from the option given below:

- a) I - II - III
- b) III - II - I
- c) I - III - II
- d) II - III - I

7. You have compiled a project just in the assigned time. While running a final check on it, you detect a bug which doesn't interfere with the project operation now but might pose a problem later.

Which among the following is/are NOT a suitable course of action?

1. Submit the project as such without notifying anyone
2. Notify the problem to your supervisor and ask for deadline extension so that you can fix the bug
3. Notify after submitting the project so that you don't need to work on it urgently
4. Notify the problem to your supervisor and check if it requires to be fixed now

Choose the correct answer from the options given below:

- a) Only 1
- b) Both 1 and 3
- c) Only 3
- d) 1, 2 and 4

8. At the end of a busy day at work, you forgot a file containing confidential information of customers in your colleague's desk. What is the most appropriate thing to do in that situation?

- a) Decide to leave the office and deal with any problems tomorrow
- b) Call your colleague and tell him about the file and get the file immediately
- c) Colleague is your friend and trustworthy, so deal with him the next day
- d) You go to your manager and tell him what you have done and let him deal with it

9. Rahul is given an assignment by his boss that involves preparing statements of all the transactions in the day. Which of the following questions does not need to be asked on his part to establish the requirement clearly?

- a) What is the deadline to submit the statements?
- b) In which format should he submit the statements?
- c) What is the purpose of the assignment?
- d) Why is the assignment being given to him?

SSC/ N9002 (Work effectively with colleagues)

10. Which of the given conclusions logically follow(s) from the given statements?

Statement:

Akshay informed the client that the deadline of the project will not be met due to lack of manpower.

Conclusions:

- I. The process followed by Akshay's team was not efficient.
- II. There were not enough members in the Akshay's team.

- A. Only conclusion I follows.
- B. Only conclusion II follows.
- C. Both conclusion I and conclusion II follow.
- D. Neither conclusion I nor conclusion II follows.

11. Which of the phrases given below should replace the underlined phrase to make the sentence grammatically correct?

Preeti is tired as she is working since 6 o'clock in the morning.

- A. she was working
- B. she has been working
- C. she have been working
- D. she will be working

12. Fill in the blank(s) with the most suitable option.

Sir, would you _____ if I send you the presentation tomorrow?

- A. hate
- B. agreed
- C. mind
- D. might

13. Sheetal and Bhavnish are assigned a project together. Bhavnish was unable to complete his part of work on time due to which Sheetal was unable to complete the remaining work on time. Bhavnish was given a warning from their manager for the same. What should he do?

- A. He should talk to the manager and apologize for his mistake
- B. He should blame Sheetal for the delay as the remaining work was assigned to her
- C. He should try to talk to Sheetal and convince her to take the blame on both of them
- D. He should ignore the warning given by his manager

14. One of your team members is lazy and has a laid back attitude. What should you do to make him an active team player?

- A. You should scold him in front of other team members so that he gets embarrassed
- B. You should talk to him and motivate him to work hard in order to have professional growth in the organization
- C. You should ask your manager to terminate him for some days

15. Find out which part of the sentence below has an error and mark the correct option accordingly.

Your data are being entered.

- a) Your data
- b) are being
- c) entered
- d) No error

16. A co-worker is undermining you. Currently, he is your junior but he is better educated than you and is also considered a fast learner. You know from a third party that he is interested in taking over some of your responsibilities. What would you do in such a situation?

- a) You wait to see what happens in the future
- b) Have a talk with him and tell him that co-operation is necessary for any workplace and you both can learn from one another
- c) You report the matter to your supervisor
- d) You confront the co-worker and tell him that his behavior is unacceptable

17. In the following question, a statement followed by two conclusions is given. You have to choose a conclusion that follows the statement.

Statement:

XYZ company have announced a discount of 50% on purchase of their new generation computers.

Conclusions:

- I. The sale of computers may increase.
 - II. XYZ company will capture the market of Electronics.
- a) Only conclusion (1) follows
 - b) Only conclusion (2) follows
 - c) Both conclusion (1) and (2) follow
 - d) Neither conclusion (1) nor conclusion (2) follows

SSC/ N9003 (Maintain a healthy, safe and secure working environment)

18. Which of the following should NOT be practiced in an office?



A.



B.



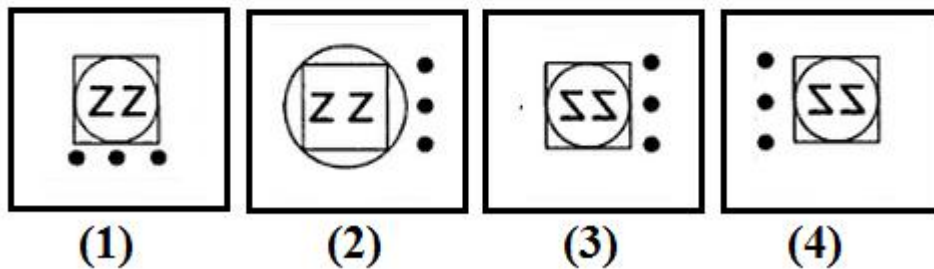
C.



D.

19. Which one of the following images is most unlike the other

Problem Figure:



three?

A. (1)

B. (2)

C. (3)

D. (4)

20. You notice that one of your colleagues is in a lot of stress because of being constantly bullied by another colleague. What should be the appropriate response from your part?

A. Report the issue to the higher authority

B. You should ignore the matter as you have no role to play in it

- C. You should discuss the matter with your colleagues
- D. You should confront the bully by yourself

21. What is the correct course of action to deal with hazards at workplace?

- I. Spot the hazard
- II. Make the changes
- III. Assess the risks

Choose the correct answer from the options given below.

- A. I - II - III
- B. III - II - I
- C. I - III - II
- D. III - II - I

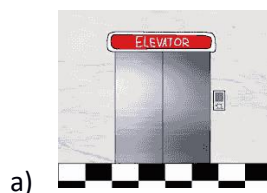
22. You are joining a new company and on the first day you find that there are no fire exits from the office. Among the following points what is/are the most appropriate thing to do:

- I. Go to your supervisor and tell him about the problem and the necessity of fire exits.
- II. Search other exit ways that would be helpful during emergencies and inform about it to everyone.
- III. Register a complaint against the security department.

Choose the correct answer from the options given below:

- A. Only (I)
- B. Only (I) and (II)
- C. Only (II) and (III)
- D. All (I), (II) and (III)

23. Which of the following would you NOT use in case of fire in the office?





b)



c)



d)

24. What is the course of action to deal with hazards?

- I. Spot the hazard
- II. Make the changes
- III. Assess the risks

Choose the correct answer from the options given below.

- a) I - II - III
- b) III - II - I
- c) I - III - II
- d) II - III - I

25. You are a member of Health and Safety department of your organization. Which of the following will not be included in your training to be given to the employees of your organization?

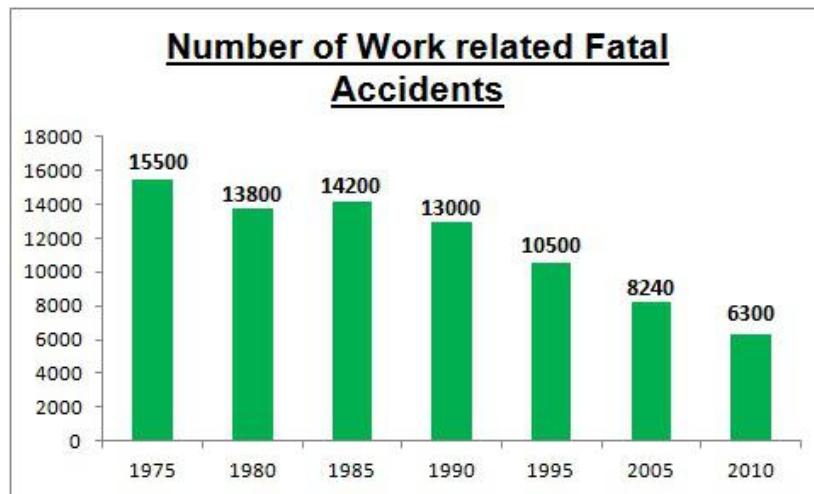
- a) Send papers containing safety information
- b) For demonstration, jump in fire without using safety equipment
- c) Send mails regarding safety policies
- d) Demonstrate how to use fire extinguisher

SSC/ N9004 (Provide data/information in standard formats)

26. You are required to submit a daily report in a tabular format. Which of the following applications is most appropriate to create such tables?

- A. Adobe Photoshop
- B. Notepad
- C. Corel Draw
- D. MS Excel

27. Study the following graph and determine the percentage decrease (approximate) in number of work related fatal accidents from year 1975 to 2010.



- A. 25%
- B. 37%
- C. 59%
- D. 73%

28. Consider the following table that shows the percentage distribution of population of five states A, B, C, D and E on the basis of poverty line and also on the basis of gender and answer the question that follows.

State	Percentage of population below the poverty line	Proportion of Males and Females	
		Below Poverty Line	Above Poverty Line
		M : F	M : F
A	28%	3 : 4	4 : 5
B	27%	5 : 4	7 : 5
C	25%	3 : 2	2 : 3
D	21%	1 : 2	5 : 3
E	32%	5 : 3	9 : 8

What will be (approximately) the female population above poverty line for the state B if the male population below poverty line for state B is 3.15 million?

- A. 6 million
- B. 6.2 million
- C. 6.39 million
- D. 6.5 million

29. When you are doubtful about a concept in your project then which of the following is the most reliable source to clarify the doubt?

- a) Internet
- b) Team Member
- c) An Acclaimed Research Paper

d) Client

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