

APPENDIX I

Instructions

Certain live problems have been given below. Various actions may be taken to solve these problems. For each problem, five alternative courses of action are given. There is not best answer for any problem. Please put yourself in each situation and mark (_/) one of the alternative courses of action which represents your choice in the best way. Answer in such a way as if you were to take action. There is no time limit but try to finish as fast as you can. please answer all questions.

1. Ramesh was not able to complete his work in time. His staff members were not giving proper co-operation. His instructions were not listened properly. Files and papers in his Department were not kept in order. What did Ramesh do ?
 - a. He became irritated and disturbed.
 - b. He reported this matter to his boss.
 - c. He went to the hall, called the responsible persons and asked for written explanation.
 - d. He called an officer and a clerk to his chamber, and started working with them.
 - e. He conducted a workshop on work commitment and office administration.
2. Mrs. Sharma was very careful in reading all the letter going from her department. One of the typists was always making mistakes while typing. Many times she had to get the letters retyped. What did Mrs. Sharma do?

- a. She was upset but, ignored the mistakes.
 - b. She scolded the clerk severely and threatened to write against him.
 - c. She wrote to office manger to transfer the clerk from her department.
 - d. She called the typist and advised him to consult the boss and others when in difficulty.
 - e. She arranged for a dictionary for every clerk and nominated the typist for an English Improvement Course.
3. One day Mr. Khatre received Chariman's letter informingl about the fall in profitability of the Bank for the year. What did Mr. Khatre do ?
- a. He read the letter and filed it.
 - b. He circulated the letter among staff members for information.
 - c. He submitted a note to the cChairman giving ideas for improving profits.
 - d. He reduced the expenses given for him as his perks by the company.
 - e. He called all his officers to examine the causes of high cost expenses of his department and instructed them to reduce unnecessary expenses.
4. Nirmal and his office staff were sufering during summer months because they were not getting cold water as there was no water cooler in their office. The manager said that there was no sanction for purchasing such capital goods. What did Nirmal do ?
- a. He did not bother as it was not his duty to provide cold water.
 - b. He sent a note to his manager for arranging a temporary water cooler.
 - c. He wrote to the higher authority to make special budgertary provision for a water cooler for his department.

- d. He arranged for a peon through office manager for serving cold water until the next budget year.
 - e. He arranged for some ice daily during summer, out of group contribution.
5. By a letter from Zonal Manager, Bhagubhai was instructed to arrange for a customer's week. The Union leaders of his office came to know about it. They threatened that unless a special allowance issue of a staff member would be solved they would not co-operate in the customer's week programme. Decision on this issue was pending with the Zonal Manager. What did Bhagubhai do ?
- a. He reported the matter to higher authority that the customer's week could not be arranged under the situation.
 - b. He issued notices to all staff members to go ahead with the customer's week function.
 - c. He informed the staff that disciplinary action would be initiated for their insubordination.
 - d. He called the Union leaders and explained to them under congenial atmosphere that after the function he would personally follow up the matter.
 - e. He himself apprised of the problem and sent an officer to Zonal Office to settle the issue of special allowance.
6. Shaikh was the Chief Manager of Planning Department. Sometimes he used to receive papers and queries from other officers, not pertaining to his department. Usually such papers travelled through many other departments and when they all rejected, the papers were passed to Shaikh for reply or advise. The replies were accordingly given late and higher authorities were unhappy for that. What did Shaikh do ?
- a. He did not bother as he had proof that he himself did not delay.
 - b. He replied to the authorities stating that the delay was not caused by him.
 - c. He asked his staff members to put the date of receipt and send a short and sweet reply.
 - d. He explained the matter to his boss for clarifying the same to the top management.
 - e. He constituted a committee to write Work - manual specifying the different roles of various departments and

officers.

7. One day, Bhatt, the Senior Manager, called his Secretary thrice for giving dictation. She was found absent from her seat twice. On enquiry, the peon told that she was in the canteen. Bhatt found that many staff members were going to canteen daily more than twice. Officially there was no written rule about the number of times one could go to canteen in a day. What did Bhatt do ?
 - a. He brought this to the notice of the Secretary.
 - b. He warned the secretary orally that she should not leave the place like that.
 - c. He asked the Office Manager not to cater at times other than fixed ones.
 - d. He arranged for serving tea at each employee's place.
 - e. He called a meeting of all staff members and a regular tea time was fixed for all staff members, in consultation with them.
8. Khirsagar, the Chief Manager (Operations), went to the main branch of his Bank twice in a day on some work. He found heavy rush of public on two counters. In one counter, the clerk was gossiping with his friends. Customers were discussing that the clerk in the other counter was missing for the last 20 minutes. What did Khirsagar do ?
 - a. He took no notice, as customer service was not his direct responsibility.
 - b. He reported the matter to the Regional Manager.
 - c. He asked the Manager to change the present assignment of the clerks.
 - d. He discussed with the Branch Manager for making some arrangement for immediately attending to the customers.
 - e. After discussing with his colleagues he sent a proposal to the higher authorities to introduce an incentive scheme for employees for their good customer service.

THANK YOU.