

TEST CODE 6 1 4 1 2

Time Allowed : One and Half Hours
समय : डेढ़ घंटे

ForumIAS

Maximum Marks : 125
अधिकतम अंक : 125

GENERAL STUDIES / सामान्य अध्ययन

Name Of Candidate परीक्षार्थी का नाम	VIVEK SHINDE	Medium/माध्यम	English <input checked="" type="checkbox"/> हिंदी <input type="checkbox"/>
Roll No./अनुक्रमांक	1910106504	Date/दिनांक	22/01/23
Center Code/परीक्षा केंद्र	1900		

*Center Code: For Online - 1900 / Delhi: Karol bagh - 1901, ORN - 1902, Mukharji Nagar - 1903 / Patna: Boring Rd. - 2001 / Hyderabad: Jawahar Nagar - 2101

INDEX TABLE / अनुक्रमणिका			INSTRUCTION / अनुदेश	
Q. No. प्र.सं.	Max. Marks अधिकतम अंक	Marks Obtained प्राप्तांक	<p>1. Please do furnish Name, Email, Roll No and Mobile in the answer sheet. कृपया उत्तर-पुस्तिका में नाम, ईमेल, रोल नंबर और मोबाइल नंबर भरें।</p> <p>2. There are SIX questions printed in ENGLISH & HINDI, all questions are compulsory. उत्तर पुस्तिका में अंग्रेजी/हिंदी में बीस प्रश्न दिए गए हैं, सभी प्रश्न अनिवार्य हैं।</p> <p>3. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के लिए निर्धारित अंक उसके सामने अंकित किए गए हैं।</p> <p>4. Answers must be written in the medium authorized in the admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. उत्तर प्रवेश पत्र में अधिकृत माध्यम में लिखे जाने चाहिए, जो कि दिए गए स्थान में इस प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के कवर पर स्पष्ट रूप से लिखा जाना चाहिए।</p> <p>5. Word limit in questions, if specified, should be adhered to. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off. प्रश्नों में शब्द सीमा, यदि निर्दिष्ट हो, का पालन किया जाए। प्रश्न-सह-उत्तर पुस्तिका में खाली छोड़े गये किसी भी पृष्ठ या पृष्ठ के भाग को स्पष्ट रूप से काट दें।</p>	
Total/कुल अंक	125		For Student Only / केवल परीक्षार्थी प्रयोग हेतु	
Evaluator's Discretion/मूल्यांकन कर्ता का विवेक :			Start Time/प्रारंभ करने का समय :	End Time/समाप्त करने का समय :
			4:30 pm	6:00 pm + 15 min
Total Marks/कुल अंक :			Mode Of Examination/ परीक्षा की विधि :	Online/ऑनलाइन <input checked="" type="checkbox"/> Offline/ऑफलाइन <input type="checkbox"/>
*Evaluator's Discretion is the marks awarded at the discretion of the evaluator based on your overall impression, on the basis of (but not limited to) your handwriting, presentation, use of diagrams, flowcharts, facts and figures or absolutely anything that he/she liked in your copy. मूल्यांकन कर्ता का विवेक अंक, आपकी लिखावट, प्रस्तुति, आरेखों के उपयोग, चार्ट, तथ्यों और आंकड़ों का समग्र रूप किसी अन्य विषय वस्तु, जो मूल्यांकन कर्ता को आपकी कॉपी में पसंद आये के आधार पर (लेकिन इन्हीं तक सीमित नहीं) पर दिए गए अंक हैं।			For Office Use Only / केवल कार्यालय प्रयोग हेतु	
			ECN CODE/ ईसीएन कोड :	Evaluation Date/ मूल्यांकन तिथि :
			EG/ईजी :	

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Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language						
Structure						
Presentation						
Handwriting						
Content						
Attempt						

ADDITIONAL REMARKS

Section - A

Q.1) a) Differentiate between the following:

(i) Attitude and Opinion.

(10 marks, 150 words)

(ii) Emotions and feelings.

निम्नलिखित के बीच अंतर स्पष्ट कीजिए :

(i) अभिवृत्ति (Attitude) और विचार (Opinion)।

(10 अंक, 150 शब्द)

(ii) भावनाएँ (Emotions) और अहसास (Feelings)।

① Attitude & Opinion.AttitudeOpinion

① It is positive or negative evaluation of an attitude object

① It is belief that something is right or wrong.② It is learned, enduring, predisposition to react in a favourable/unfavourable way② It is also learned, however, when ~~it~~ given adequate counter-facts, can be changed.③ They are long-lasting beliefs which are object-tied③ Need not be object tied, but are generalized④ ~~Not~~ Specific determinant of behaviour④ Generalized determinant of behaviour.

long lasting opinions → Values object tied → Attitude

ii) Emotions & feelings.

Emotions

- ① They are bodily arousal
- ② ~~They~~ Affective component of attitude
- ③ They give rise to action tendency
- ④ Result of complex interplay of cognitive, physiological & situational variables.

Feelings

- ① They constitute belief system.
- ② Cognitive component of attitude.
- ③ They give rise to emotions.
- ④ Result of cognitive factors.

Ex: It is the belief/feeling of intolerance or stereotyping leads to emotion of hatred, disgust, etc.

Both feeling & emotions are specific determinant of behaviour.

Feedback

(For OFFICE use only)

Structure/ Presentation
Question Interpretation
Content
Value Addition
Total

b) Attitude is a little thing that makes a big difference. In what ways does attitude influence one's thoughts and behaviors?

(10 marks, 150 words)

प्रवृत्ति एक छोटी सी चीज है जिससे बहुत फर्क पड़ता है। प्रवृत्ति किस प्रकार किसी के विचार और व्यवहार को प्रभावित करती है?

(10 अंक, 150 शब्द)

Attitude is a learned, enduring, predisposition to react favorably or unfavorably with respect to an attitude object.

It makes big difference because

① It helps us stay positive.

Eg Despite repeated failures, positive attitude of Edison helped him succeed.

② Helps us in overcoming challenges → perseverance

Eg Martin Luther Junior → he was arrested more the 30 times in 14 years, yet he continued.

③ Helps eradicate prejudice, discrimination, etc.

Eg Attitude of not accomodating all the diverse people, helps maintain peace & harmony.

Attitude & Thought

Attitude influences thought in following ways →

- ① Positive attitude attracts good thought
& similarly negative attitude attracts negative thought.
- ② Attitude also helps in positive & negative
evaluation of attitude object.

Attitude & behaviour

- ① Attitude is a specific determinant
of behaviour.
- ② It is a predisposition to act in a
certain way.

Eg → Gandhi's attitude helped him
choose non-violence over violence &
hence specific determinant of behaviour.

This interlinkage of attitude with
behaviour & thought could be used to
eradicate social evils & mobilise public for good cause.

Feedback

(For OFFICE use only)

Structure/ Presentation
Question Interpretation
Content
Value Addition
Total

Q.2) a) What do you understand by emotional intelligence? Examine the importance of emotional intelligence in personal and professional life.

(10 marks, 150 words)

भावनात्मक बुद्धिमत्ता से आप क्या समझते हैं? व्यक्तिगत और व्यावसायिक जीवन में भावनात्मक बुद्धिमत्ता के महत्व का परीक्षण कीजिए।

(10 अंक, 150 शब्द)

Emotional intelligence is the ability to identify the emotions, assimilate emotions with thought, understand & reason with emotions, & to manage emotions in oneself & others.

As said by Oscar Lewis, it is using your emotions in a constructive way.

Importance in personal life.

- ① To understand emotions of yourself & your partner.
- ② To use emotions, only which benefit your relationship by self regulation.
- ③ To manage emotions of you & your partner.

Importance in professional life

- ① To understand & manage emotions of you, your team & your customers.
- ② Using social skills to communicate your emotions properly & also to regulate emotions of others.
- ③ It helps in conflict resolution at work place & maintain a cordial atmosphere.
- ④ Also helps in motivating the team & improve service delivery.

Eg As an administrator, it would be useful in managing situations like communal riots, protests, etc.

Thus, Emotional Intelligence would enhance the productivity of individuals & use their emotions constructively.

Feedback

(For OFFICE use only)

Structure/ Presentation
Question Interpretation
Content
Value Addition
Total

b) Persuasion can often achieve what coercion cannot. In this context, evaluate the significance of persuasion for heralding social transformations. (10 marks, 150 words)

अनुनय अक्सर वह हासिल कर सकता है जिसे ज़बरदस्ती से नहीं किया जा सकता। इस संदर्भ में, सामाजिक परिवर्तनों की शुरुआत के लिए अनुनय के महत्व का मूल्यांकन कीजिए। (10 अंक, 150 शब्द)

Persuasion is a process aimed at changing attitude & behaviour of a target group in a desired way. It along with social influence, are effective tool for influencing cooperation, coordination & unity in society.

Limits with coercion

Coercion is a short term measure, where behaviour is changed, however attitude is not changed.

Eg forcing people to pay taxes would not go long way.

On the other hand, Persuasion changes both attitude & behaviour, & hence is a long term & sustainable solution.

Significance of persuasion for social transformation

① It would help ensure cooperation in the society & with government.

[Eg] For Swachh Bharat mission's success, persuasion would be a helpful tool.

② It would also help in mobilizing people against social evils.

[Eg] Akshay Kumar mobilizing people against Patriarchal attitude & prioritizing women health.

③ For bringing positive change in the society.

[Eg] Persuading people to send girls to school.

④ Ensuring peace & harmony.

[Eg] To manage communal situations/ mindsets.

Thus, persuasion would be a helpful tool for societal progress & transformation.

Feedback

(For OFFICE use only)

Structure/ Presentation
Question Interpretation
Content
Value Addition
Total

Q.3) a) Political attitude has as much to do with society as with politics. Discuss with suitable illustrations. (10 marks, 150 words)

राजनीतिक प्रवृत्ति का समाज से उतना ही हित जुड़ा है जितना राजनीति से। उपयुक्त दृष्टान्तों के साथ चर्चा कीजिए। (10 अंक, 150 शब्द)

Political attitude is attitude of a person with respect to political objects like party, constitution, policies, law, etc.

Political attitude & society

① Family plays an important role in shaping political attitude.
[Eg] Dynasty politics → children in politician families have positive political attitude.

② Religion, caste, Gender, race, etc.
[Eg] We have positive attitude towards the parties which we feel would protect our interests.

[Eg] Caste based political parties like BJP.

[Eg] Attitude with respect to women reflected in low representation of women in legislature & parliament.

③ History:

Eg Notion of 'Akhand Bharat' which is historical, makes people support a political party.

However, it has also to do with the politics.

① Actual political process.

Eg corruption, hate speeches, etc. makes us develop negative political attitude.

② Political Ideology:

Eg leftist, Right or center → political ideology shapes our attitude with respect to a political party.

In the recent few years, however, social media has emerged as one of the major determinants of political attitude.

Feedback

(For OFFICE use only)

Structure/ Presentation
Question Interpretation
Content
Value Addition
Total

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b) What does the following quotation mean to you?

"Whatever is begun in anger, ends in shame"-Benjamin Franklin.

(10 marks, 150 words)

निम्नलिखित उद्धरण आपके लिए क्या मायने रखता है?

"क्रोध में किया गया कार्य का अंत हमेशा तकलीफदायक होता है" -बेंजमिन फ्रैंकलिन।

(10 अंक, 150 शब्द)

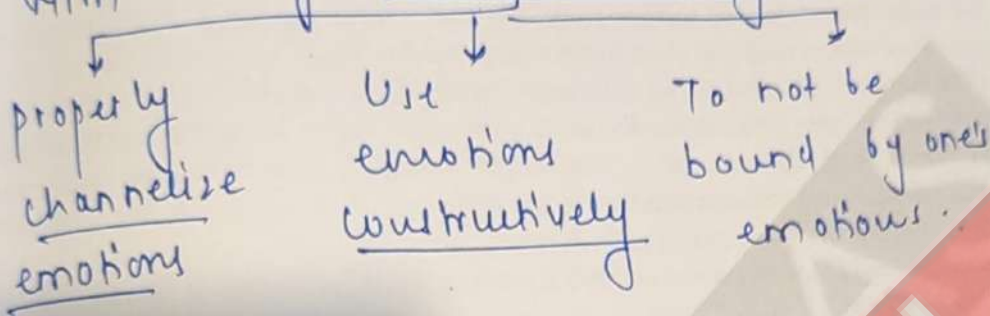
The above quotation by Benjamin Franklin highlights the importance of Emotional Intelligence.

Emotions like Anger affects our reasoning ability, our judgements, our management of environment around, etc., hence more likely we are going to fail.

[Eg] The decision taken in anger by USA to invade Afghanistan, ended in shame.

[Eg] Similarly, Hitler had anger about failure in WWI & hence began WWII, which eventually ended in shame.

Therefore, such decisions can be avoided
with use of Emotional Intelligence:



This can be achieved by →

- ① Self awareness → by being receptive to feedbacks, being open, etc.
- ② Self regulation → by managing your emotions.
- ③ Empathy: By understanding emotions of others.
- ④ Social Skills: By good communication & interpersonal skills.

As Oscar Lewis said "I would never let my emotions dominate me, but use them the way I want".

Feedback

(For OFFICE use only)

Structure/ Presentation
Question Interpretation
Content
Value Addition
Total

SECTION - B

Q.4) Alok works in a multinational company in USA. He was visiting his family in India on a vacation. While reading the newspaper at home in India, Alok noticed a particular news item. As per the news article, a family of seven, travelling in an SUV, had died in a road mishap. The vehicle lost control and rammed into a roadside boulder. The police report said that none of the passengers had their seat belts on. It was also highlighted that the fatal injuries could have been avoided by the use of seat belts. A few days later, Alok and his family members who lived in Delhi, decided to travel to the hills of Himachal Pradesh, by road. While driving across Delhi, all the family members had their seat belts on. Alok mentally felt satisfied about the good sense of road safety in his family members. However, as their vehicle crossed the borders of Delhi, all the family members removed their seat belts almost immediately. Alok found this a little unusual. When he enquired about the same, his father told him that wearing a seat belt was necessary in Delhi and non-compliance attracted penal action. However, Alok exhorted all his family members to put on their seat belts for their own safety. He also told his family members that in USA people wore seat belts not to escape legal action, but to ensure their own safety as they understood the importance of seatbelts in reducing and mitigating the impacts of accidents. At this, his family members made fun of him and also chided him for having become an "angrez".

After some time, their vehicle passed by a deep gorge. There they all witnessed a road accident, where a passenger vehicle had lost control and fell into the gorge. Alok immediately remembered the news report he read a few days back. Concerned about the safety of his family members, he again requested them to put on their seat belts. This time, all the family members got irritated and belittled Alok for being so scared. Alok could see that his family members had a very negative attitude with regard to wearing safety belts.

Despite the effective role of seat belts in saving human lives, their usage by people in India remains abysmally low. As per a WHO report, wearing a seat belt can reduce the risk of being killed or injured in an accident by 25% and 75% respectively. A study conducted by Maruti Suzuki revealed that approximately 75% of passenger vehicle users in India do not wear seat belts leading to an average 15 deaths every day.

- a) Why is there a negative attitude in people with regard to wearing seat belts?
b) What measures can be taken to bring positive changes with regard to this attitude?

(20 marks, 250 words)

आलोक अमेरिका में एक मल्टीनेशनल कंपनी में काम करता है। वह छुट्टी पर भारत में अपने परिवार के सदस्यों से मिलने गया था। भारत में अपने घर पर अखबार पढ़ते हुए आलोक का ध्यान एक खास खबर की तरफ गया। समाचार लेख के अनुसार, एक वाहन (SUV) का नियंत्रण खो बैठा और सड़क किनारे एक बोल्टर से जा टकराया उसमें यात्रा कर रहे एक ही परिवार के सात लोगों के सड़क दुर्घटना में मौत हो गई थी। पुलिस रिपोर्ट में कहा गया है कि किसी भी यात्री ने अपनी सीट बेल्ट नहीं पहनी थी। यह भी बताया गया कि सीट बेल्ट के इस्तेमाल से घातक दुर्घटना से बचा जा सकता था। कुछ दिनों बाद, दिल्ली में रहने वाले आलोक और उनके परिवार के सदस्यों ने सड़क मार्ग से पास के हिमाचल प्रदेश की पहाड़ियों की यात्रा करने का फैसला किया। दिल्ली भर में यात्रा करते समय, परिवार के सभी सदस्यों ने अपनी सीट बेल्ट पहनी हुई थी। आलोक को अपने परिवार के सदस्यों में सड़क सुरक्षा की अच्छी भावना मानसिक रूप से अच्छा लगी। हालांकि, जैसे ही उनका वाहन दिल्ली की सीमाओं को पार कर गया, परिवार के लगभग सभी सदस्यों ने अपनी सीट बेल्ट तुरंत हटा दी।

आलोक को यह थोड़ा असामान्य लगा। जब उसने इस बारे में पूछताछ की, तो उसके पिता ने उसे बताया कि दिल्ली में सीट बेल्ट पहनना अनिवार्य है और गैर-अनुपालन के लिए दंडात्मक कार्रवाई की जाती है। हालांकि, आलोक ने अपने परिवार के सभी सदस्यों को अपनी सुरक्षा के लिए सीट बेल्ट लगाने का आह्वान किया। उन्होंने अपने परिवार के सदस्यों को यह भी बताया कि संयुक्त राज्य अमेरिका में लोग कानूनी कार्रवाई से बचने के लिए नहीं, बल्कि अपनी सुरक्षा सुनिश्चित करने के लिए सीट बेल्ट पहनते हैं क्योंकि वे दुर्घटनाओं के प्रभावों को कम करने और गंभीर प्रभाव को कम करने में सीटबेल्ट के महत्व को समझते हैं। इस पर उनके परिवार वालों ने उनका मजाक उड़ाया और 'अंग्रेज' बनने के लिए उन्हें फटकार भी लगाई।

कुछ देर बाद उनका वाहन एक गहरी खाई के पास से गुजरा। वहां उन सभी ने एक सड़क दुर्घटना देखी, जहां एक यात्री की वाहन नियंत्रण खो बैठा और खाई में गिर गया। आलोक को कुछ दिन पहले पढ़ी गई खबर तुरंत याद आ गई। अपने परिवार के सदस्यों की सुरक्षा के बारे में चिंतित, उन्होंने फिर से उनसे सीट बेल्ट लगाने का अनुरोध किया। इस बार परिवार के सभी सदस्य चिढ़ गए और आलोक को भला बुरा कहा। आलोक ने देखा कि सुरक्षा बेल्ट पहनने के संबंध में उनके परिवार के सदस्यों का एक मजबूत नकारात्मक रवैया था।

मानव जीवन को बचाने में सीट बेल्ट की प्रभावी भूमिका के बावजूद, भारत में लोगों द्वारा उनका उपयोग बेहद कम है। डब्ल्यूएचओ की एक रिपोर्ट के अनुसार, सीट बेल्ट पहनने से मरने या घायल होने के जोखिम को क्रमशः 25 प्रतिशत और 75 प्रतिशत तक कम किया जा सकता है। मारुति सुजुकी द्वारा किए गए एक अध्ययन से पता चला है कि भारत में लगभग 75 प्रतिशत यात्री वाहन उपयोगकर्ता सीट बेल्ट नहीं पहनते हैं, जिससे हर दिन औसतन 15 मौतें होती हैं।

a) सीट बेल्ट पहनने को लेकर लोगों में नकारात्मक रवैया क्यों है?

b) इस दृष्टिकोण के संबंध में सकारात्मक परिवर्तन लाने के लिए क्या उपाय किए जा सकते हैं? (20 अंक, 250 शब्द)

The above case study reflects the true reality in India, where people deliberately avoid taking precautions like wearing seat belts & that is the reason why India records nearly 1.5 lakh deaths every year, the highest in the world.

② Negative attitude in people with regards to seatbelt:

① Issue of stereotyping → people wearing seat belts are scared, Un-Indian, etc.

② Lack of awareness, with regards to importance of seat belts.

③ Lack of comfort, when one wears seatbelt.

④ → Measures to be taken to ~~bring~~ bring positive changes →

Here the use of social influence & persuasion would be of utmost importance.

① By using charismatic personality like celebrities in campaigning for seat belt.

- ② By appealing to the emotions of people, showing how family would suffer in their absence.
- ③ Using logical arguments, facts, statistics, etc. to convince people.
- ④ By creating a social movement, hence with mass participation, would ensure conformity.
- ⑤ By roping in community leaders, who have wide mass reach.
- ⑥ By using Innovative messages, which would appeal to conscience of the people.
- ⑦ By using fear appeals, that not using seat belts would lead to their death.

⑧ If all the above fail, increasing the penal provisions, that is, using coercive ways.

⑨ By not confining to few pockets of the country, but extending it across country → the seat & belt provisions.

Thus, all the above methods would help in bringing all people on board to wear seat belts & would help us reduce the human damage due to accidents.

Feedback

(For OFFICE use only)

Structure/
PresentationQuestion
Interpretation

Content

Value
Addition

Total

Q.5) Anil is an UPSC aspirant living in Rajendra Nagar, New Delhi. Rajendra Nagar is famous for being the hub for the preparation of civil services examination conducted by the UPSC. The place is abreast with aspirants preparing for the civil services examination, coaching institutes, hostels, and various paying guest facilities. Anil noticed that Rajendra Nagar was ideal not only for UPSC aspirants but also for the many business owners residing in the place. However, owing to increasing attraction of civil services examination and more students opting for coaching institutes for their preparation, Rajinder Nagar had become very crowded.

Among other menaces like congested roads, high rents, sound pollution etc., Anil noticed that Rajinder Nagar was also facing a pressing problem associated with stray dogs. He had often heard his friends talking about how they had to face a pack of aggressive stray dogs while returning from the library or the metro station, late at night. Anil had often observed that a group of people tended to the stray dogs by feeding them food, providing them with blankets, etc. At one instance, Anil was surprised to see a boy bandaging a dog. Upon enquiring, Anil was told that some people near the Sindhi park had attacked the dogs with sticks and stones. Anil suddenly remembered that while returning from his evening walk, a few days back, he too had witnessed some people pelting stones at a dog. Anil was surprised to see that while one group was very hostile towards the dogs, the other group was exceedingly sympathetic.

One day while studying in his room, Anil heard a commotion outside. He went out to see that a boy had been bitten by a stray dog. On further enquiring, he found that the boy was bitten by a stray dog while delivering tiffin boxes to a nearby hostel. Anil also noticed that two groups of people were arguing in loud voices. While one group was of the opinion that feeding and tending of stray dogs has attracted more dogs in the locality and aggravated the menace of stray dogs attacking people, the other group said that the dogs have become aggressive as a result of some people beating and throwing stones at stray dogs. Though Anil too had faced difficulties due to the aggressive stray dogs of Rajinder Nagar, he was at a loss of locating the reason for the problem.

- What can be the reason behind the diametrically opposite attitude of two groups of people living in the same locality?
 - According to you, who and to what extent can be held responsible for the problem of stray dogs attacking people?
- (20 marks, 250 words)

अनिल राजेंद्र नगर, नई दिल्ली में रहने वाले यूपीएससी के छात्र थे। राजेंद्र नगर यूपीएससी द्वारा आयोजित सिविल सेवा परीक्षा की तैयारी के लिए केंद्र के रूप में प्रसिद्ध है। यह स्थान सिविल सेवा की तैयारी करने वाले उम्मीदवारों का परीक्षा, कोचिंग संस्थानों, छात्रावासों और विभिन्न पेइंग गेस्ट सुविधाओं का गढ़ बन गया है। अनिल ने देखा कि राजेंद्र नगर न केवल यूपीएससी के उम्मीदवारों के लिए बल्कि वहां रहने वाले कई व्यावसायिक मकान मालिकों के लिए भी आदर्श था। हालांकि, सिविल सेवा परीक्षा के बढ़ते आकर्षण और अपनी तैयारी के लिए कोचिंग संस्थानों को चुनने वाले अधिक छात्रों के कारण, राजेंद्र नगर में बहुत भीड़ हो गई थी।

भीड़भाड़ वाली सड़कों, उच्च किराए, ध्वनि प्रदूषण आदि जैसे अन्य खतरों के बीच, अनिल ने देखा कि राजेंद्र नगर भी आवारा कुत्तों से जुड़ी एक गंभीर समस्या का सामना कर रहा था। उसने अक्सर अपने दोस्तों को इस बारे में बात करते हुए सुना था कि कैसे देर रात लाइब्रेरी या मेट्रो स्टेशन से लौटते समय उन्हें आक्रामक आवारा कुत्तों के झुंड का सामना करना पड़ता था। अनिल ने अक्सर देखा था कि लोगों का एक समूह आवारा कुत्तों को खाना खिलाकर, उन्हें कंबल आदि देकर उनकी देखभाल करते थे। एक बार, अनिल को एक लड़के को कुत्ते की पट्टी बांधते देखकर आश्चर्य हुआ। पूछताछ करने पर अनिल को बताया गया कि सिंधी पार्क के पास कुछ लोगों ने कुत्तों पर लाठियों और पत्थरों से हमला कर दिया था। अनिल को अचानक याद आया कि कुछ दिन पहले शाम की सैर से लौटते समय उसने भी कुछ लोगों को एक कुत्ते पर पथराव करते देखा था।

अनिल को यह देखकर आश्चर्य हुआ कि जहाँ एक समूह कुत्तों के प्रति बहुत शत्रुतापूर्ण था, वहीं दूसरा समूह अत्यधिक सहानुभूतिपूर्ण था।

एक दिन अपने कमरे में पढ़ते समय अनिल को बाहर कुछ हलचल सुनाई दी। वह बाहर गया तो देखा कि एक लड़के को आवारा कुत्ते ने काट लिया है। आगे पूछताछ करने पर, उन्होंने पाया कि लड़के को पास के एक छात्रावास में टिफिन देते समय एक आवारा कुत्ते ने काट लिया था। अनिल ने यह भी देखा कि लोगों के दो समूह तेज आवाज में बहस कर रहे थे। जहाँ एक समूह का विचार था कि आवारा कुत्तों को खिलाने और पालने से इलाके में अधिक कुत्तों को आकर्षित किया है और लोगों पर हमला करने वाले आवारा कुत्तों के खतरे को बढ़ा दिया है, वहीं दूसरे समूह ने कहा कि कुछ लोगों द्वारा कुत्तों की पिटाई और पत्थर फेंकने के परिणामस्वरूप कुत्ते आक्रामक हो गए हैं। यद्यपि अनिल को भी राजेंद्र नगर के आक्रामक आवारा कुत्तों के कारण कठिनाइयों का सामना करना पड़ा था, लेकिन वह समस्या का कारण खोजने में असमर्थ था।

- a) एक ही इलाके में रहने वाले लोगों के दो समूहों के बिल्कुल विपरीत रवैये के पीछे क्या कारण हो सकते हैं?
- b) आपके अनुसार आवारा कुत्तों द्वारा लोगों पर हमला करने की समस्या के लिए किसे और किस हद तक जिम्मेदार ठहराया जा सकता है?

(20 अंक, 250 शब्द)

The problem of stray dogs, & even the pet dogs (as seen in Gurgaon recently) attacking people is a real one. However, the reasons for the problem are manifold, as highlighted in the case study.

a) → Reasons for diametrically opposite attitudes ~~What~~ in the society are →

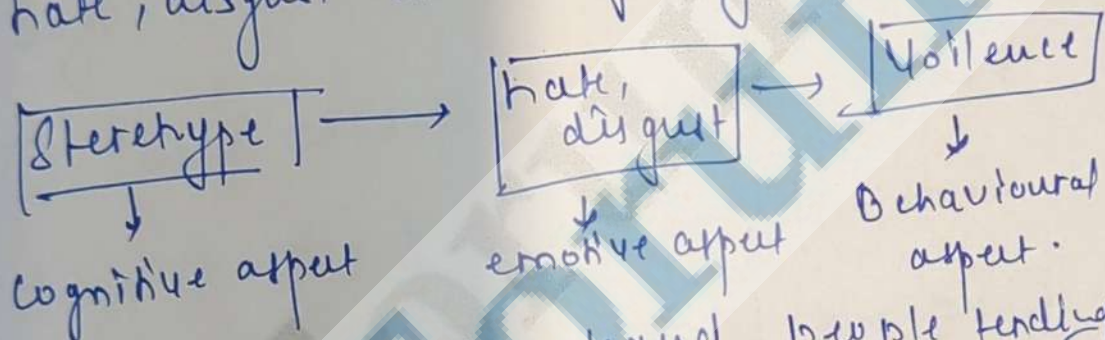
① Values like Compassion, empathy, etc.

Eg people tending to dogs have compassion,

however, other people who beat/attack dogs don't understand the pain of animals.

② Beliefs & emotions:

The people attacking dogs may be stereotyping all dogs as bad, hence this stereotype ~~not~~ developing emotions of hate, disgust & manifesting in violence.



On the other hand, people tending to dogs have positive attitude towards dogs, reflected in positive behaviour towards dogs.

③ Experience:

People ~~be~~ attacking dogs may have in past been beaten.

④ Utility: people attacking dogs may not have depended on dog, however, others may realize the need of dogs.

⑤ Who is responsible to the problem?
→ I would hold both the groups responsible, however, the people who attack dogs are more responsible.

① Those attacking dogs are make dogs hostile & aggressive & in their self defence, they attack the people.

② Those who tend to dog are also responsible, ~~as~~ because as highlighted in Case study, person carrying tiffin was attacked, hence the habit of getting food in the locality has eventually

made dogs adopt hostile ways of getting food.

Therefore, a way forward would be to rehabilitate the dogs by informing the Municipal Corporation of Delhi as it would solve both the problems of attacking dogs & being attacked by dog. At the same time, it is also important to change attitude of people by sensitizing them, inculcating values through social influence & persuasion.

Feedback

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Structure/ Presentation
Question Interpretation
Content
Value Addition
Total

Q.6) Prakash and Meena were a married couple living in Gurgaon, Haryana. Both Prakash and Meena were corporate executives, working in XYZ retail and ABC enterprises respectively. The two were leading a rewarding professional life. However, as both worked in different companies and often had different office timings, their personal lives were getting affected. Due to their busy schedules and official commitments, they were unable to find sufficient time for each other. Things came to such a pass that the two could not spend their last anniversary together. While Prakash was working on an important project, Meena was busy with the launch of a new product. Though the two understood the importance of professional commitments, the lack of quality time with each other was increasingly becoming a cause for concern and frustration.

One day Prakash informed Meena about a vacancy in his company for the post of regional manager. Prakash, who himself was working at the same position, knew that this post was an ideal opportunity for Meena professionally. While Meena's work in her company was well appreciated and her prospects for growth were sound, she was still willing to grab the present opportunity. This would have enabled the two of them to work in a common office space, with relatively more coherence in their office timings. Consequently, she applied for the vacancy in Prakash's company. As Meena was reasonably qualified for the job and had good experience, she was hired by Prakash's company. The two were very happy about the prospects of working together.

Besides working from a common office space, Prakash and Meena were able to go to and return from work together. The two were, resultantly, very happy about this positive change in their lives. Meena quickly adjusted to the new office environment and began her work in the same department as that of Prakash. Meena's positive work came into the notice of her superiors. She was frequently appreciated for her diligence and sincerity. XYZ retail was in the process of preparing a presentation for a potential government contract. While Prakash was expecting that he would be chosen for preparation, the branch head of XYZ retail entrusted Meena with this strategically important task. Prakash was visibly disappointed with this, as he had been preparing for this task for a long time. Meena could also sense Prakash's dejection, as he not only didn't congratulate Meena but also pointed out how it should have been him doing the job.

Meena, as was her nature, worked hard on the report, and successfully made the presentation to the client. As the report was made and presented in an efficient manner, XYZ retail gained a big contract from the government. While the entire office was congratulating Meena for her success, Prakash remained indifferent towards Meena's achievement. Meena was visibly hurt by Prakash's behaviour. Meena's success with the government contract earned her a promotion, and she was made the head of her department. This further enraged Prakash, as now he was supposed to report to Meena. Moreover, Prakash's behaviour at the workplace changed significantly. He started misbehaving with his juniors over small things. He became careless in his work, often leading to mistakes and errors. Prakash's behaviour at office had a spill-over effect on Prakash and Meena's personal lives. One day he slapped an office peon for entering his cabin without knocking. After an enquiry about the incident, Meena recommended suspension of Prakash. While the two had continuously quarrelled over trivial things since her promotion, this time Prakash's career was at stake leading to a huge fight. Earlier Prakash and Meena tried to spend time together whenever possible, now the two despised being together at home and office. While Meena could not comprehend Prakash's behaviour, Prakash was jealous of Meena's success. Meena began to re-evaluate her decision to join XYZ retail.

- a) In your opinion, what qualities do Prakash lack? Do you think that Meena also lacks some qualities?
- b) As a common friend of Meena and Prakash, what advice will you give to the couple?
- c) How can they develop the qualities that could have prevented such a distressing situation?

(25 marks, 250 words)

प्रकाश और मीना गुडगांव, हरियाणा में रहने वाले एक विवाहित जोड़े थे। प्रकाश और मीना दोनों कॉरपोरेट एंजिनियरिंग थे, जो क्रमशः XYZ रिटेल और ABC एंटरप्राइजेज में काम करते थे। दोनों एक सुखी पेशेवर जीवन जी रहे थे। हालांकि, चूंकि दोनों अलग-अलग कंपनियों में काम करते थे और अलग-अलग ऑफिस टाइमिंग था, इसलिए उनका निजी जीवन प्रभावित हो रहा था। अपने व्यस्त कार्यक्रम और आधिकारिक प्रतिबद्धताओं के कारण, वे एक-दूसरे के लिए पर्याप्त समय नहीं निकाल पा रहे थे। बात यहां तक आ गई कि दोनों अपनी आखिरी सालगिरह एक साथ नहीं बिता सके। जब प्रकाश एक महत्वपूर्ण प्रोजेक्ट पर काम कर रहे थे, तो मीना एक नए उत्पाद के लॉन्च में व्यस्त थीं। हालांकि दोनों पेशेवर प्रतिबद्धताओं के महत्व को समझते थे, लेकिन एक-दूसरे के साथ समय का अभाव चिंता और निराशा का कारण बन रहा था।

एक दिन प्रकाश ने मीना को अपनी कंपनी में क्षेत्रीय प्रबंधक के पद के लिए एक रिक्ति के बारे में सूचित किया। प्रकाश, जो स्वयं उसी पद पर कार्यरत थे, जानते थे कि यह पद पेशेवर रूप से मीना के लिए एक आदर्श अवसर था। जबकि मीना के काम को उनकी कंपनी में काफी सराहा गया था और वहां उनके विकास की संभावनाएं अच्छी थीं, फिर भी वह वर्तमान अवसर को प्राप्ति के लिए तैयार थीं क्योंकि यह उन दोनों को अपने कार्यालय समय में अपेक्षाकृत अधिक सुरंगतता के साथ, एक सामान्य कार्यालय स्थान में काम करने में सक्षम बनाता। नतीजतन, उसने प्रकाश की कंपनी में रिक्ति के लिए आवेदन किया। चूंकि मीना नौकरी के लिए उचित रूप से योग्य थी और उसके पास अच्छा अनुभव था, इसलिए उसे प्रकाश की कंपनी ने काम पर रख लिया था। दोनों एक साथ काम करने की संभावनाओं को लेकर काफी खुश थे।

एक सामान्य कार्यालय स्थान से काम करने के अलावा, प्रकाश और मीना एक साथ काम पर जाने और वापस आने में सक्षम थे। परिणामस्वरूप, दोनों अपने जीवन में इस सकारात्मक बदलाव से बहुत खुश थे। मीना जल्दी से नए कार्यालय के माहौल में समायोजित हो गई और प्रकाश के समान विभाग में अपना काम शुरू कर दिया। मीना का सकारात्मक कार्य उनके वरिष्ठों के नजर में आया। उनकी मेहनत और ईमानदारी के लिए उन्हें अक्सर सराहा जाता था। XYZ रिटेल संभावित सरकारी अनुबंध के लिए एक प्रस्तुति तैयार करने की प्रक्रिया में था। जबकि प्रकाश को उम्मीद थी कि उन्हें तैयारी के लिए चुना जाएगा, XYZ रिटेल के शाखा प्रमुख ने मीना को यह रणनीतिक रूप से महत्वपूर्ण कार्य सौंपा। इससे प्रकाश साफ तौर पर निराश नजर आ रहा था, क्योंकि वह काफी समय से इस टास्क की तैयारी कर रहा था। मीना प्रकाश की निराशा को भी समझ सकती थी, क्योंकि उसने न केवल मीना को बधाई दी बल्कि यह भी बताया कि उसे यह काम कैसे करना चाहिए था।

मीना, जैसा कि उनका स्तभाव था, ने टास्क पर कड़ी मेहनत की, और क्लाइंट के सामने सफलतापूर्वक प्रस्तुति दी। जैसा कि रिपोर्ट बनाई गई और एक कुशल तरीके से प्रस्तुत की गई, XYZ रिटेल ने सरकार से एक बड़ा अनुबंध प्राप्त किया। जब मीना की सफलता के लिए पूरा कार्यालय बधाई दे रहा था तब प्रकाश मीना की उपलब्धि के प्रति उदासीन रहा। प्रकाश के व्यवहार से मीना खेद रूप से आहत थी। सरकारी अनुबंध के साथ मीना की सफलता ने उन्हें पदोन्नति दी और उन्हें अपने विभाग का प्रमुख बनाया गया। इसने प्रकाश को और क्रोधित कर दिया, क्योंकि अब उसे मीना को रिपोर्ट करना था। इसके अलावा, कार्यालय पर प्रकाश का व्यवहार काफी बदल गया। वह छोटी-छोटी बातों को लेकर अपने जूनियर्स से बदसलूकी करने लगा। वह अपने काम में लापरवाह हो गया, जिससे अक्सर गलतियों और त्रुटियों होती थीं। कार्यालय में प्रकाश के व्यवहार का प्रकाश और मीना के निजी जीवन पर प्रभाव पड़ा। एक दिन उसने ऑफिस के एक चपरासी को बिना दस्तक दिए अपने केबिन में धुसने पर धप्पड़ मार दिया। घटना की जांच के बाद मीना ने प्रकाश को निलंबित करने की सिफारिश की। जहां उनके प्रमोशन के बाद से दोनों में लगातार छोटी-छोटी बातों को लेकर झगड़ा हुआ था, वहीं इस बार प्रकाश का करियर दांव पर लगा था, जिसके कारण एक बड़ी लड़ाई हुई। पहले प्रकाश और मीना जब भी संभव हो एक साथ समय बिताने की कोशिश करते थे, अब दोनों घर और ऑफिस में एक साथ रहने से कतराते थे। जबकि मीना प्रकाश के व्यवहार को समझ नहीं पा रही थी, प्रकाश को मीना की सफलता से जलन हो रही थी। मीना ने XYZ रिटेल में शामिल होने के अपने निर्णय का पुनर्मूल्यांकन करना शुरू किया।

- a) आपकी राय में प्रकाश में किन गुणों की कमी है? क्या आपको लगता है कि मीना में भी कुछ गुणों की कमी थी?
- b) मीना और प्रकाश के कॉमन फ्रेंड होने के नाते आप इस युगल को क्या सलाह देंगे?
- c) वे उन गुणों को कैसे विकसित कर सकते हैं जो ऐसी विकट स्थिति को रोक सकते थे?

(25 अंक, 250 शब्द)

The above case study highlights the need to balance personal & professional life & at the same time, separate personal life & professional life.

① Qualities which Prakash lacks:

- ① In the initial phase → lacked proper balance between personal life & professional life.
- ② Not acknowledge one's shortcoming or other's superiority.
- ③ Mixed ~~for~~ professional life with private life → which spoiled their relationship.
- ④ low Emotional Intelligence → couldn't

manage his emotions & slapped the
poor

④ Also couldn't control his emotions &
use them constructively.

Qualities which Meena Lalkar:

① Proper work-life balance, as was
seen in the initial phase.

⑤ - As a common friend, my advice
to them would be →

To Prakash

① The most important advice would
be to separate private life from
professional life, & deal with each
on its merit.

② The other advice would be to
~~evaluate~~ self-evaluate & also to regulate.

one's emotions & use them ~~correct~~ in a constructive way.

- ③ However, ~~for~~ in the short term, I would advice him to respect Meena's decision & take a break to re-assess or introspect his behaviour & come back positively.

To Meena

- ① I would advice ^{her} ~~him~~ to be more empathetic & understand the emotional turmoil Prakash is going through.
- ② I would also advice her to be more involved in private life as well, & try to balance it with her professional career.

③ finally, I would advice her to support Prakash emotionally in this tough time of his.

④ → Qualities to avert such cases could be developed as follows →

① Be more receptive of the feedback.

② To regulate emotions → meditate, training, etc.

③ To avoid Private-Professional conflict → follow SOP, rule of organization, etc.

④ In private life → give warmth, confidentiality, privacy, personal space, etc.

⑤ Appreciate & acknowledge each other's achievements.

Such conflicts sabotage relationship & in turn affect professional performance.

Feedback

(For OFFICE use only)

Structure/ Presentation
Question Interpretation
Content
Value Addition
Total