Evaluating courses of action is a Major area of logical reasoning. This is a regular feature in Bank scrutinise exams. This type of questions is intended to scrutinise the decision-making skills of the candidate.

**FORMAT OF THE PROBLEM**

Normally, the directions of the questions will be long and reading them in the examination hall is time consuming. Hence, understanding the question format is of utmost importance.

**Directions** :- In the following questions a fact-situation is given followed by two suggested courses. A course of action is a step of administrative decision taken for improvement or follow-up action. Read the situation and then decide which of the given courses of action follows.

Give answer,
(a) if only course of action I follows
(b) if only course of action II follows
(c) if both the course of action follow
(d) if neither follows
(e) If the data given is inadequate i.e., if in the light of the given information. It cannot be asserted with certainty whether a course of action follows or not.

**Eg:** *Statement* : Cholera has affected many parts of the country.

**Course of Action** :
I. The MLAs should rush to their constituencies.
II. The government should try to make people aware about the need for clean drinking water.

**STEPS TO EVALUATE A COURSE OF ACTION**

If we analyse the questions asked in the examinations till now, we can classify the question into two patterns or types.

I. The first pattern talks of a problem and the suggested courses of action talk of a solution.

II) The second pattern talks of a situation or fact and the courses of actions are ways of improving that situation.

**Type 1. Problem Solution Relation**

In this type of pattern, the suggested course of action can be followed if.

1) It solves / reduces of minimise the problem
2) the solution or course of action is practically Possible.
   A suggested course of actions can be said to solve/reduce/minimise, the problem .
   When;
   (a) It is an established fact.
      *ie, It is acknowledged universally as a fact. It is an established fact that accidents can be minimised if the motorists follow traffic rules.*

   Ex:1 *Statement* : Accidents are increasing in the state of Kerala.
   (b) Experiences says so :
      If previous experience predict that the particular course of action will minimise the problems, then it can be followed.

      For example, past experiences tell us that a ban on arrack is never effective. A tougher legislation may make it effective, but till now it proved otherwise.

   (c) Logically it is right :
      If the problem given is a new one and hardly any experience can be attached to it, check whether the course of action is logically right.
Ex.2) **Statement:** Reports say that the government jobs in rural areas are lying vacant.

**Course of Action:**
People working in rural areas should be given more incentives.

This course of action is logically right. If incentives are given, people are motivated and hence they will go to rural areas.

Now, the practicality test. A suggested course of action may indeed solve a problem but in practical life it may not be advisable or possible. If it is so, then the course of action is rejected.

**ex:3** **Statement:** Accidents are increasing in our state.

**Course of action:**
The production of vehicles should be banned

Though the above course of action minimises the problem, it is practically impossible.

**Type II: Fact - Improvement Relation**
This pattern is solved just by applying the same rules of Type I. First we have to identify whether the fact or situation will improve due to the course of action mentioned. Second thing to do is to check whether the course of action is practically possible.

**GOLDEN RULE THE FINAL WORD**
Never allow our personal perceptions to come into play while evaluating the suggested courses of action. We should always give importance to the way public departments and systems function and we should accept them even if we don't trust them. Our decisions and views should be impartial and impersonal.

**FINAL TIPS**
In most of the cases, a situation has more than one course of action. But they are never exclusive to each other. So our answer should be always "both follow" and not "either of them follows".

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**PRACTICE TEST**

**Directions:** In each question below is given a statement followed by two courses of action numbered I and II. A course of action is a step or administrative decision to be taken for improvement, follow up, or further action in regard to the problem, policy etc. On the basis of the information given in the statement. You have to assume everything in the statement to be true, then decide which of the two given suggested courses of action logically follows for pursuing.

**Give answer:**
(a) if only I follows
(b) if only II follows
(c) if either I or II follows
(d) if neither I nor II follows
(e) if both I and II follow.

1. **Statement:** The inmates of Jail X are very dangerous people.

**Courses of Action:**
I) More security personnel should be deployed to guard the Jail.
II) Some inmates should be shifted to a different jail.

2. **Statement:** Power supply on state X is terribly poor.

**Courses of Action:**
I) The concerned authorities should immediately take measures to protect power theft, pilferage etc.
II) The government should buy excess power from the neighboring states.

3. **Statement:** The teenager was arrested by the police for taking drugs.

**Courses of Action:**
I) The teenager should be meted with corporal punishment by the police.
II) The teenager should be sent to a drug rehabilitation centre.

4. **Statement:** Corruption has become rampant in our society.
Courses of Action:

I) All corrupt persons should be brought to book.

II) We should all strive to make our society corruption free.

5) **Statement**: Floods may create havoc in the country this year too.

Courses of Action:

I) The Government should be on the alert to evacuate flood-affected victims.

II) People should not be afraid of floods.

6) **Statement**: The State Government has decided to declare "Kala Azar" as a notifiable disease under the Epidemics Act. 1987 . Family members or neighbours of the patient are liable to be punished in case they do not inform the state authorities.

Courses of Action:

I) Efforts should be made to effectively implement the Act.

II) The cases of punishment should be propagated through mass media so that more people become aware of the stern action.

7) **Statement**: Every year, at the beginning or at the end of the monsoons, we have some cases of conjunctivitis, but this year it seems to be a major epidemic witnessed after nearly four years.

Courses of Action:

I) Precautionary measures should be taken after every four years to check this epidemic.

II) People should be advised to drink boiled water during winter season.

8) **Statement**: A recent study shows that children below five die in the cities of the developing countries mainly of diarrhoea and parasitic intestinal worms.

Courses of Action:

I) Governments of the developing countries should take adequate measures to improve the hygienic conditions in the cities.

II) Children below five years in the cities of the developing countries need to be brought under constant medication.

9) **Statement**: One of the problems facing the food-processing industry is the irregular supply of raw material to other industries also.

Courses of Action:

I) The government should regulate the supply of raw material for the food processing industry.

II) The government should announce an attractive Package to ensure regular supply of raw material. The producers of raw material are not getting a reasonable price.

10) **Statement**: Most the development plans develop on paper only.

Courses of Action:

I) The incharges should be instructed to supervise the field - work regularly.

II) the supply of paper to such departments should be cut short.

11) **Statement**: A group of school students was reported to be enjoying a picnic spot during school hours.

Courses of Action:

I) The Principal should contact the parents of the students and tell them about the incident with a real warning for the future.

II) Some disciplinary action must be taken against those students and all other students should be made aware of it.

12) **Statement**: Footpaths of a busy road are crowded with vendors selling cheap items.

Courses of Action:

I) The help of police should be sought to drive them away.

II) Some space should be provided to them where they can earn their bread without blocking footpaths.
13) **Statement** : The sale of a particular product has gone down considerably, causing great concern to the company.

**Courses of Action** :

I. The company should make a proper study of rival products in the market.

II. The price of the product should be reduced and the quality improved.

14) **Statement** : Mr. X, an active member of the union, often insults his superiors in the office with his rude behavior.

**Courses of Action** :

I. He should be transferred to some other department.

II. The matter should be referred to the union.

15) **Statement** : Some serious blunders were detected in the Accounts Section of a factory.

**Courses of Action** :

I. An efficient team of auditors should be appointed to check accounts.

II. A show-cause notice should be issued to all the employees involved in the irregularity.

16) **Statement** : The officer in-charge of a company had a hunch that some money was missing from the safe.

**Courses of Action** :

I. He should get it recounted with the help of the staff and check it with the balance sheet.

II. He should inform the police.

17) **Statement** : Doordarshan is concerned about the quality of its programmes particularly in view of stiff competition it is facing from Star and other satellite TV channels and is contemplating various measures to attract talent for its programers.

**Courses of Action** :

I. In an effort to attract talent, the Doordarshan has decided to revise its fee structure for the artists.

II. The fee structure should not be revised until other electronic media also revise it.

18) **Statement** : Since its launching in 1981, Vayudoot has so far accumulated losses amounting to Rs. 153 crore during the last ten years.

**Courses of Action** :

I. Vayudoot should be directed to reduce wasteful expenditure and to increase passenger fare.

II. An amount of about Rs. 300 crore should be provided to vayudoot to make the airlines economically viable.

19) **Statement** : Youngsters are often found staring at obscene posters.

**Courses of Action** :

I. Children should be punished and penalised if they are found doing so.

II. Any display of such materials should be banned.

20) **Statement** : Exporters in the capital are alleging that commercial banks are violating a RBI directive to operate a post shipment export credit denominated in foreign Currency at international interest rate from January this year.

**Courses of Action** :

I. The officers concerned in the commercial banks are to be suspended.

II. The RBI Should be asked to stop giving such directives to commercial banks.

21. **Statement** : India's performance in the recent Busan Asian - Games was very poor. Government has spent a few crores in training and deputing a team of players to participate in these games.

**Courses of Action** :

I. India should stop sending players to the future Asian games.
22. **Statement**: Courts take too long in deciding important disputes of various departments.

**Courses of Action**:

I) Courts should be ordered to speed up matters.

II) Special powers should be granted to officers to settle disputes concerning their department.

23. **Statement**: A shopkeeper was reported to be selling adulterated grains.

**Courses of Action**:

I) He should be fined and shop sealed.

II) He should be asked to leave the town and open a shop elsewhere.

24. **Statement**: A train has derailed near a station while moving over a bridge and fell into the river.

**Courses of Action**:

I) The Railway Authorities should clarify the reason of the accident to the Government.

II) The Government should allocate funds to compensate the destruction caused.

25. **Statement**: The librarian finds some case in which the pages from certain books issued from the library, are torn.

**Courses of Action**:

I) The Librarian should keep a record of books issued by each student, and if the pages are found torn, strict measures should be taken against the child who had been issued that book.

II) Some funds should be collected from the children collectively to renovate the library.

26. **Statement**: The killer enteric fever has so far claimed 100 lives in some tribal villages in M.P. during the past three weeks.

**Courses of Action**:

I) The residents of these villages should immediately be shifted to a non-affected area.

II) The Government should immediately send a medical squad to this area to restrict spread of the killer disease.

27. **Statement**: The Government will slap legally enforceable penalties on coal companies defaulting on quality and quantity of coal supplies to bulk consumers especially to be thermal power stations.

**Courses of Action**:

I) The requirement of coal for thermal power stations should be assessed realistically.

II) The coal companies should introduce welfare measures for their employees.

28. **Statement**: The police department has come under a cloud with recent revelations that at least two senior police officials are suspected to have been involved in the illegal sale of a large quantity of weapons from the state police armoury.

**Courses of Action**:

I) A thorough investigation should be ordered by the State Government to bring out all those who are involved in the illegal sale of arms.

II) State police armoury should be kept under Central Government’s control.

29. **Statement**: The Committee has criticised the Institute for its failure to implement a dozen of regular programmes despite an increase in the staff strength and not drawing up a firm action plan for studies and research.

**Courses of Action**:

I) The broad objectives of the institutes should be redefined to implement a practical action plan.

II) The board implement a firm action plan for studies and research.

30. **Statement**: Financial stringency prevented the State Government from pay-
ing salaries to its employees for the last three months.

Courses of Action:

I) The State Government should reduce wasteful expenditure and arrange to pay the salaries of its employees.

II) The State Government should immediately curtail the staff strength.

31) Statement: A leading US multinational engineering and construction firm is keen to invest in India in a variety of sectors ranging from power to land management.

Courses of Action:

I) Such multinational companies should not be allowed to operate in India.

II) India should encourage multinational companies from other developed countries to invest in power sectors to bring in competitive climate.

32) Statement: The Government could consider the possibility of increasing the software budget from the current Rs. 20 crore to Rs. 100 crore in the Eighth Plan, provided there are concrete suggestions for the utilisation of the funds.

Courses of Action:

I) The Government should consult the trade unions in this regard.

II) Software companies should submit detailed proposals to the Government.

33) Statement: Inspite of the Principal's repeated warnings a child was caught exploding crackers secretly in the school.

Courses of Action:

I) All the crackers should be taken away from the child and he should be threatened not to do it again.

II) the child should be severely punished for his wrong act.

34) Statement: Most of the children in India are not able to get education, because they get employed to earn livelihood in their childhood only.

Courses of Action:

I) Education should be made compulsory for all children up to the age of 14

II) Employment of children below the age of 14 years, should be banned.

35) Statement: The Central Bureau of Investigation receives the complaint of an officer taking bribe to do the duty he is supposed to.

Courses of Action:

I) CBI should try to catch the officer taking bribe red-handed and then take a strict action against him

II) CBI should wait for some more complaints about the officer to be sure about the matter.

36) Statement: The Finance Minister submits his resignation a month before the new budget is to be presented in the parliament.

Courses of Action:

I) The resignation should be accepted and another person should be appointed as the Finance Minister.

II) the resignation should not be accepted.

37) Statement: The Asian Development Bank has approved a $ 285 million loan to finance a project to construct coal ports by Paradip and Madras Port Trusts.

Courses of Action:

I) India should use financial assistance from other international financial organisations to develop such ports in other places.

II) India should not seek such financial assistance from the international financial agencies.

38) Statement: Orissa and Andhra Pradesh have agreed in principle to set up a joint control board for better control management and productivity of several inter-state multipurpose projects.
Courses of Action:
I) Other neighbouring states should set up such control boards.
II) The proposed control board should not be allowed to function as such joint boards are always ineffective.

Statement: Certain mining industries in Gujarat may come to a standstill because of the notification issued by the Department of Environment and Forest banning mining operations and industries alike within 25 kms of National park, the game sanctuary and reserve forest areas.

Courses of Action:
I) The department should be asked to immediately withdraw the notification.
II) The Government should make effort to shift the parks, sanctuaries and reserve forests to other non-mining areas.

Statement: The Indian electronic component industry venturing into the west European markets faces tough competition from the Japanese.

Courses of Action:
I) India should search for other international markets for its products.
II) India should improve the quality of the electronic components to complete with the Japanese in capturing these markets.

Statement: The police department has come under cloud with recent revelations that at least two senior police officials are suspected to have been involved in the illegal sale of a large quantity of weapons from the state police armoury.

Courses of Action:
I) A thorough investigation should be ordered by the State Government to bring out all those who are involved in the illegal sale of arms.
II) State police armoury should be kept under the central Government control.

Directions (42-50). A statement is given followed by three courses of Action. A course of action is taken for improvement follow-up etc. Read the statement carefully and pick the correct answer choice.

42) Statement: Although advancement medical science has raised life expectancy, the rate of child mortality remains high in India.

Courses of Action:
I) Efforts should be made to lower life expectancy.
II) Medical scientists should be asked to give up their jobs.
III) Efforts should be made to decrease the rate of child mortality.
(a) I & II follow  (b) II & III follow  (c) I & II follow  (d) Only I follows  (e) Only III follows.

43) Statement: A new case of fraud and misappropriation of Government fund has been detected in a certain state.

Courses of Action:
I) The case should be fully investigated.
II) The Government should reconsider the mode of appropriation of its funds.
III) Officials concerned with the fraud should be punished.
(a) I & II follow  (b) II & III follow  (c) I & III follow  (d) All follow  (e) Only II follows.

44) Statement: Rapid growth of urban population has led to a severe shortage of living space resulting in a drop in living conditions.

Courses of Action:
I) The Government should draw plans for urban replanning and development.
II) All village to town migrations should be stopped.
III) The Government should demolish the five-star hotels and build peoples cottages there.
45) **Statement**: The police has of ailed to protect the elderly citizens of the society. Only last week three old persons were killed at three different places.

**Courses of Action**:

I) The police should be asked to take special care of women and children.

II) The Government should bring a legislation against the killing of elderly people.

III) Criminals who are accused of killing elderly people should be prosecuted by the state.

(a) Only I follows  
(b) Only III follows  
(c) I & III follow  
(d) I & II follow  
(e) All follow

46) **Statement**: Passengers travelling by the Indian Railways face a lot of hardships and inconveniences.

**Courses of Action**:

I) Efforts should be made to stop overcrowding in trains.

II) Facilities for safe and pure drinking water should be provided.

III) The railway stations and platforms should be made more clean and hygienic.

(a) Only I follow  
(b) Only II follows  
(c) Only III follows  
(d) III & II follow  
(e) None follows

47) **Statement**: The problem of female infanticide has still not disappeared from our society.

**Courses of Action**:

I) Severe punishment should be given to those who indulge in female infanticide.

II) Efforts should be made to eradicate illiteracy.

III) Child labour should be banned.

(a) Only I follows  
(b) Only III follows  
(c) I & III follow  
(d) I & II follow  
(e) All follow

48) **Statement**: Inflation is rising again.

**Courses of Action**:

I) Efforts should be made to find out the cause of this.

II) Fiscal deficit should be controlled.

III) Special efforts should be made towards drip-irrigation technology.

(a) Only I follows  
(b) I & II follow  
(c) Only II follows  
(d) None follows  
(e) All follow

49) **Statement**: It is rumoured that there is a bomb in the Rashtrapati Bhawan.

**Courses of Action**:

I) Then the president should be escorted to a safe area.

II) A proper search of a bomb should be carried out.

III) No attention should be paid to such baseless rumours.

(a) Only III follows  
(b) Only I follows  
(c) Only II follows  
(d) Either II or III follows  
(e) I & II follow

50) **Statement**: After the success of films such as 'Hum Apke Hain Kaun' and Dilwale Dulhania Le Jayenge' good music and clean entertainment are back again.

**Courses of Action**:

I) Movies having good music and clean entertainment should be promoted.

II) The two movies mentioned above should be awarded for their clean entertainment.

III) The government should ban movies that are not on the models of these two films.

(a) Only I follows  
(b) Only II follows  
(c) I & II follow  
(d) I & III follow  
(e) II & III follow
EXPLANATIONS TO PRACTICE TEST

1) a I is desirable because tighter security arrangements are needed for dangerous people. II is ruled out because its efficacy is in doubt.

2) e Both I and II are established facts and hence both I and II follows.

3) b It is an established fact that a teenager who takes drugs will never stop it if he is beaten by the police. But the right action is to take him to a rehabilitation centre. Hence only II follows.

4) d Both I and II are vague. It lacks substance. Nothing concrete is being said here.

5) a If floods occur this year too, I is likely to yield positive results. II is a negative approach. We must refrain from panic but a healthy fear is desirable.

6) e When the Government takes such an action it is necessary that people are made aware of the consequences they would face if they do not obey the directive. Hence II follows. I is obvious.

7) d Against an epidemic, precautionary measures should be taken every year and not every four years. Hence I does not follow. II is not a preventive action against conjunctivitis. Hence II also does not follow.

8) a To improve the hygienic conditions is always a welcome step and in view of the statement it becomes even more necessary. Hence, I unquestionably follows. But II does not. We should not medicate any child unless he has actually contracted the disease. Prevention is all right but curing should begin only after the disease has been contracted.

9) b I is an absurd suggestion. When one industry is facing trouble because of regulations, it talks of regulating the supply of other industrial raw materials too. II is a better action because it would tend to solve the problem.

10) a The Statement mentions a problem that most of the development plans develop on paper only. They are not materialised in reality. This problem could be solved if field work was supervised properly. Hence I follows. But II is a absurd suggestion. The issue is lack of actual field work and not misuse of paper.

11) e When students are picnicking during school hours it is a case of sheer indiscipline. Both I & II will tend to solve the problem. Also both are suitable courses of action and not extreme actions. Both warning and some punishments are necessary: both follow.

12) e The best solution for the problem is to give an alternative to it. II suggests an alternative and hence follows. But how can we be sure that the vendors would leave the footpaths if they are given alternative means of livelihood? For that we have to use force and hence I also follows.

13) a If sale has gone down there must be some solid reasons. The company must know these reasons. Since I suggests a similar thing, it follows. But II does not. The company should first know if price was a factor behind the drop in sales. Without knowing this, reducing price may turn out to be a harmful action.

14) b If Mr. X insults his superiors in one department he may insult them in another department too. Transferring him will not help. So I does not follow. Since Mr. X is an active member of the union, it would be advisable that the union be asked to pressurise him. Hence II follows.

15) e First of all, if some blunders have been found, they should be rectified and rechecked. Hence, I follows. Further it should also be known if the blunders were errors or deliberate manipulations. Hence II should also follow.
16) a  Clearly, a suspicion first needs to be confirmed and only when it is confirmed, should an action be taken. So only course I follows.

17) a  Clearly, the decision to revise its fee structure for artists is taken by Doordarshan as a remedy to the challenging problem that had arisen before it. It cannot wait till other media lack action. So only course I follows.

18) a  Clearly, for better economic gain, losses should be reduced and income should be increased. So only course I follows.

19) b  Bad things attract more and punishment after the act has been committed is no remedy. The act should be prevented so only II follows.

20) d  The statement mentions that the commercial banks violate a directive issued by the RBI. The remedy is only to make the banks implement the act. So none of the courses follows.

21) b  Clearly to compete against a challenge, the first step must be to find out where the lackening is. So only course II follows.

22) e  For quick disposal of cases, either the matters in the court should be speeded up or the matters should be cleared up in their respective departments to prevent the delay. So both the courses follow.

23) a  Clearly if allowed to continue without being punished, the shopkeeper would create the problem elsewhere. So course I shall follow.

24) d  What is necessary is the preventive measures to protect the passengers and pay them adequate compensation. So, none of the courses follow.

25) a  Clearly, Precaution should be taken to catch the guilty person and punish him for the act. This alone will help curb the wrong practice. So only course I will follow.

26) b  Clearly, the first course of action is vague as infection will spread to those areas also. II is obvious and hence follows.

27) d  Clearly, none of the courses of action is a suitable follow up of the Governments. Act against defaulter. So none of the courses of action follows.

28) a  Clearly, the first course of action is the suitable follow up of the problem that has arisen.

29) e  The problem is that despite an increase in staff strength, the institute has failed in its objective of implementing its plan. So either there should be reasons for the lackening or the plans are a failure and must be revised for practical implementation. Thus, both the courses follow.

30) a  Clearly, curtailing of the staff strength will only increase the panic and discontent, and the satisfaction of the employees is a must. So the Government should arrange for payment of wages. Thus only course I follows.

31) b  Clearly, financing is the major problem in starting any project. The investment by multinational companies shall, therefore, be a way to development. So course II should follow.

32) b  The suggestions shall be offered to the Government only through detailed proposals by software companies. Hence II follows.

33) b  Since the act has been repeated despite various warnings, course I would only be another warning and would not help. Severe punishment to set example to him and others is inevitable. Thus II follows.

34) e  To educate all children enforcement of education is necessary. Also, the reason is that they are employed. So, ban on such employment is also needed. Thus both the courses follow.
35) a One complaint is enough for a wrong doing. This should be confirmed by catching the guilty red-shoulder should be handed and strict action taken against him. So only course I follows.

36) b An already working Finance Minister shall know better all the plans and resources of the Government and he alone can present a suitable budget. So course II should be followed.

37) a Such projects shall be an asset and a source of income to the country later on. So course I shall follow

38) a The effectiveness of such control boards is established by the fact that Orissa and A.P have agreed to it for better control of its multipurpose projects. Hence only I follows.

39) d None follows. Firstly, the notification is issued to promote the natural environment and so cannot be withdrawn and secondly, the sanctuaries etc cannot be shifted.

40) b An escapee's attitude does not help much. The need is to compete and emerge successful. So only II follows.

41) a If such a serious allegation exists, it must be thoroughly examined and hence I follows. But II is an arbitrary action and hence won't follow.

42) e I is an absurd suggestion. II is an extreme action not required in the present circumstances. III is indisputably a proper course of action.

43) d Since misappropriation has occurred, the government should analyse the loopholes in its mode of appropriation. Hence II follows. Of course the case should be investigated and the guilty should be punished.

44) a I is a positive step towards the solution of the problem. III is rather harsh and undemocratic. II too is an extreme action. Both II & III would violate the Fundamental Rights of the Indian Constitution.

45) e I does not follow because the problem mentions elderly people and not women and children. II & III are proper courses of action. yet they do not follow because such provisions are already there. Killing elderly people is a punishable offense under sec. 300 & 302 of IPC. While mutterers as a rule are prosecuted by the state. II and III are not new suggestions. They are already in practice.

46) d All recommendations would be positive steps towards a solution of the problem ie, hardships and inconvenience to passengers. Hence all follow.

47) b I is obviously a proper course of action. Also, it is an established fact that there is a direct correlation between female infanticide and illiteracy. Hence II follows. But there is no obvious relation between child labour and female infanticide. Hence III does not follow.

48) b When a problem arises, it is always a sensible course of action to find out the causes. Hence I follows. II is also another cause while III don't have any link to inflation.

49) e We cannot treat such rumours as involve the Presidents life as baseless. Hence III does not follow and, instead, I and II follow.

50) c I & II are proper courses of action. Good things must be promoted and rewarded. III is not proper. We cannot ban a movie only because it is not similar to a particular movie, (On these grounds even a "Pather Panchali" would be banned !!)