



FEDERAL PUBLIC SERVICE COMMISSION
SECTION OFFICERS PROMOTIONAL EXAMINATION - 2017

Roll Number

ENGLISH (PRECIS & COMPOSITION)

TIME ALLOWED: THREE HOURS

MAXIMUM MARKS = 100

- NOTE:** (i) Attempt **ALL** questions.
(ii) All the parts (if any) of each Question must be attempted at one place instead of at different places.
(iii) Candidate must write **Q. No.** in the **Answer Book** in accordance with **Q. No.** in the **Q. Paper**.
(iv) No Page/Space be left blank between the answers. All the blank pages of Answer Book must be crossed.
(v) Extra attempt of any question or any part of the attempted question will not be considered.
(vi) Leave some blank space and draw two horizontal lines (=====) at the end of each answer.

Q. No. 1. Make a précis of the given text by capturing the gist of the ideas and suggest a suitable title. (20)

Organizational behaviour is a significant discipline which is constantly expanding with newer concepts and their related theories and applications that have immensely broadened the scope of the discipline to organizations and their human resources. Organizational citizenship is one such emerging concept which is changing the way job performance is viewed and evaluated. While job performance refers to the performance of duties listed in one's job description commonly referred to as JDs, organizational citizenship behaviours involve performing behaviours that are more optional or discretionary. Organizational citizenship behaviours are voluntary behaviours that employees perform to help others and benefit the organization. Helping a new colleague worker understand how things work in your department and company, volunteering to organize the staff picnic or company's dinner, and providing suggestions to management about how to improve business processes are some examples of citizenship behaviours. These behaviours contribute to the smooth operation of the organizations and its business. Unlike job performance, citizenship behaviours do not depend so much on one's abilities. Job performance, to a large extent, depends on our general abilities like education, skills, knowledge, and abilities that are basic requirements to perform well on in that job. For citizenship behaviours, the individual's motivation, attitude and personality factors are more crucial. We help others around us perhaps because we feel motivated to do so or this is a core virtue we practice or we trust the people around us or we have good relationship with management, peers, and subordinates. Due to these or similar reasons and may be because of high-quality relationship with the people we work with, simply doing our job will not be enough. We feel the obligation to reciprocate and do extra things to help those around us. This explains why many qualified people on their job are not performing well or their job-performance is limited. The concept of organizational citizenship behaviour will eventually change the overall culture of the company with implications for management and human resource persons.

Q. No. 2. Read the passage and answer the comprehension questions that follow it. (30)

Like words and gestures, silence, too, communicates important meanings and serves important functions. Silence allows the speaker time to think, time to formulate and organize his or her verbal communications. Before messages of intense conflict, as well as before those confessing allegiance or affection such as unconditional support and undying love, there's often silence. Again, silence seems to prepare the receiver for the importance of these future messages. Some people use silence as a weapon to hurt others. We often speak of giving someone "the silent treatment." After a conflict, for example, one or both individuals may remain silent as a kind of punishment. Silence used to hurt others may also take the form of refusing to acknowledge the presence of another person, as in disconfirmation; here silence is a dramatic demonstration of the total indifference one person feels toward the other. Sometimes silence is used as a response to personal anxiety, shyness, or threats. You may feel anxious or shy among new people and prefer to remain silent. By remaining silent you preclude the chance of rejection. Only when you break your silence and make an attempt to communicate with another person do you risk rejection. Silence may be used to prevent communication of certain messages. In conflict situations silence is sometimes used to prevent certain topics from surfacing and to prevent one or both parties from saying things they may later regret. In such situations silence often allows us time to cool off before expressing hatred, severe criticism, or personal attacks – which, as we know, are irreversible.

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Something many of us have experienced when we lose our temper. Like the eyes, face, and hands, silence can also be used to communicate emotional responses. Sometimes silence communicates a determination to be uncooperative or defiant; by refusing to engage in verbal communication, you defy the authority or the legitimacy of the other person's position. Silence is often used to communicate annoyance, particularly when accompanied by a pouting expression, arms crossed in front of the chest, and nostrils flared. Of course, you may also use silence when you simply have nothing to say, when nothing occurs to you, or when you don't want to say anything. Silence may also be used to avoid responsibility for any wrongdoing. In the light of the above, it is interesting now to reflect on some common quotes about silence and what powerful philosophy or wisdom each carries – *speech is silver and silence is golden; silence is a true friend who never betrays; silence is a source of great strength; sometime you don't need to say anything, silence speaks it all; silence is better than unmeaning words.*

1. Which title best captures the ideas given in the passage? (2)
 - (a) Silence a powerful weapon.
 - (b) Silence an emotional response.
 - (c) Silence a form of communication.
 - (d) Silence a channel for sending powerful messages.
2. Read the following statements and identify these as True or False based on whether or not these ideas have been suggested by the author in the passage. (7)
 - (a) Silence serves a speaker with numerous benefits and functions but has adverse impact on the receiver.
 - (b) Silence is a useful strategy to interact with individuals and transmit different messages with awareness about its functions and impacts.
 - (c) Silence promotes thinking and planning necessary for individuals before a communication.
 - (d) Silence also indicates speaker's lack of confidence.
 - (e) Silence may be classified alongside other forms of nonverbal communications including facial, eye and body language.
3. The author has linked his ideas with some quotations about silence to explain the wisdom behind these famous sayings. Pick out the ideas from the passage and match with the given quotations. (6)
 - (a) Silence is a true friend who never betrays.
 - (b) Silence is a source of great strength.
 - (c) Silence is better than unmeaning words.
4. How does silence function favourably for the speakers? Your answer should include ideas or examples given in the passage. (5)
5. Which ideas in the passage reveal that author thinks that silence precedes verbal communication and is also superior to it? (4)
6. The following words have appeared in the passage. Read the different alternate words given against them. From each list identify the word that is the best alternative to replace these words in the passage. (6)
 - (a) Confessing: admitting, expressing, speaking
 - (b) Allegiance: support, faithfulness, cooperation
 - (c) Indifference: difference, aloofness, unimportance
 - (d) Preclude: save, prevent, exclude
 - (e) Defiant: disobedient, reluctant, scornful
 - (f) Wrongdoing: offence, harm, damage

- Q. No. 3.**
- (a) **Rewrite the sentences by completing or correcting them as suggested in the parenthesis in front of each sentence:** (10)
 - (i) _____ girl wanted to go out, but _____ others wanted to stay at home.
(a, an, one, the)
 - (ii) "Who's the man in grey suit? _____ Mr. Adnan Khurram."
(It is, He is, Him)
 - (iii) It was our trusted _____ request to initiate our __ in the Plaza Mall.
(customer's, customers', customers's) (shoe-shop, shoe shop, shoes shop)
 - (iv) I really _____ give up smoking tomorrow! **(will, shall, would)**
 - (v) Do I need to pay now? No, you _____ pay now. Tomorrow's OK!
(must not, need not, should not)

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- (b) Rewrite the sentences as suggested in the parenthesis in front of each sentence. (10)
- (i) You are here when something happens (usually). You are right (probably)
(Insert the adverbs in the sentences correctly to complete them).
- (ii) While she (write) on the board the students (start) fighting and (break) a window.
(use appropriate tense aspect of the given verbs)
- (iii) The author has put forward _____ unique ideas. Those ideas are very difficult, but _____ people do understand their significance.
(Complete the idea captured in the sentence correctly by using 'few, a few or the few')
- (iv) _____ are your members? _____ are their attitudes? _____ do they need to know? And _____ should they care about your message?
(Use appropriate 'Wh' question words to complete the ideas)
- (v) I was wondering if I may use your computer. Yes you _____.
(Insert suitable modal auxiliary to complete the request).

- Q. No. 4. (a) Punctuate the following passage using Capitalization and punctuation markers where required. (10)

Information technology makes it technically and economically feasible to collect store integrate interchange and retrieve data and information quickly and easily this characteristic has an important beneficial effect on the efficiency and effectiveness of computer based information systems however the power of information technology to store and retrieve information can have a negative effect on the right to privacy of every individual for example confidential email messages by employees are monitored by many companies personal information is being collected about individuals every time they visit a site on the world wide web.

- (b) Choose any FIVE words from the given list and use them in sentences clearly bringing out their meanings. (10)

Articulate	Flaunt
Blatant	Gesture
Collate	Humane
Denounce	Impropriety
Effigy	Juvenile

- Q. No. 5. Translate the passage from Urdu to English. (10)

خواندگی کے معنی ہیں تعلیم حاصل کرنا۔ زندگی کے ہر موڑ پر خواندگی کی خاص ضرورت ہوتی ہے۔ جس ملک میں خواندگی کی شرح زیادہ ہو گی، وہاں ترقی بھی زیادہ ہوگی اور جہاں خواندگی کی شرح کم ہوگی وہاں پسماندگی ہوگی۔ اسی لیے ہر ملک کی فلاح و بہبود کا اندازہ شرح خواندگی سے کیا جاتا ہے۔ جو ممالک ترقی کرنا چاہتے ہیں انہیں چاہیے کہ وہ شرح خواندگی میں اضافہ کریں۔ اگر ایک ملک کی عوام تعلیم حاصل کر کے اپنے حالات اور وسائل سے واقفیت رکھے اور جدوجہد کرے تو یہ ملک جلد ہی ترقی کی راہیں طے کرے گا۔ علم ایک خزانہ ہے جو اگر سینوں میں بند ہو جائے تو بے سود ہو جاتا ہے۔ لہذا اسے ہر انسان تک سینہ بہ سینہ اور زینہ بہ زینہ پہنچانا چاہئے کیوں کہ یہ انسان کا حق ہے۔
