

# Statement and Course of Action

## INTRODUCTION

In many competitive examinations questions related to course of action are frequently asked.

The basic reason behind asking such questions is to test your ability to judge a problem correctly in order to determine the root of the given problem and then finding out a proper course of action for that particular problem.

## WHAT IS THE FORMAT OF THE PROBLEM?

**DIRECTIONS:** *In the following question given below, statement followed by two suggested courses of action number 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. Study the situation carefully and then decide which of the given courses of action follow/ follows.*

### Select the option:

- (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 & II follow.

**Statement:** The sale of a particular product 'A' has gone down considerably, causing great concern to company 'X'.

### Courses of action :

- I. Company 'X' should make a proper study of the rival products in the market.
- II. The price of product 'A' should be reduced.

### Note

In the examinations more than two courses of actions may also be given.

## TYPES OF PROBLEMS

- (1) Problems based on problem and solution relationship.
- (2) Problems based on fact & improvement relationship.

### 1. PROBLEMS BASED ON PROBLEM AND SOLUTION RELATIONSHIP

This is a case when the given statement talking about a problem and the suggested course of action talking about a solution. It is very easy to find out when a suggested course of action is acceptable and when it is not. In fact, the suggested course of action will be acceptable if:

(A) it solves/ reduces or minimises the given problem

(B) it gives a practical and wise solution.

Now, what to do ? Just see the given problem with a serious eye; think over that; apply your day to day experiences; apply your common sense and use your general knowledge to judge whether a suggested course of action solves, reduces or minimises the problem given in the statement. After this step, the next step is checking the practicality. Here, you have to check if the solution suggested by the given course of action is wise enough and applicable in practical way in day to day life.

Infact (A) is the 1st step test and after passing the step I test, the given course of action will have to pass step II (which is (B)). If the given course of action passes both the tests [step I and step II] only then it will be called a correct action.

### Step I: Test

To pass the step I test a suggested course of action must be

- (i) Based on an established fact or
- (ii) Based on logical prediction or
- (iii) Based on experiences or
- (iv) Based on prevailing notions of truth

Let us discuss all the conditions mentioned above:-

(i) **Action based on established fact :** In some of the cases an action taken is an established fact which suggests that the given problem can be reduced or solved by this particular solution. It does mean that the solution suggested by the given course of action is universally acknowledged to the given problem. Let us see the examples given below:

### Example 1.

**Statement:** Southern part of India has been coming rapidly into the grip of malaria.

### Courses of action:

- I. The Southern Indian population must be instructed not to come out of their houses. [wrong action]
- II. Anti-mosquito liquids should be sprayed in the southern part of India. [correct action]

### Example 2.

**Statement:** A child was caught while stealing money of a respectable person of society.

### Courses of action:

- I. The child should be sent to child welfare society. (correct action)
- II. The child should be put in jail and severely beaten (wrong action)

**Comment:** In example 1, I is rejected as it is an irrelevant action. It does not make it clear how instructing population for not coming out of their houses will solve or reduce the problem of spreading malaria. But II is a proper course of action as it is an established biological fact that malaria can be prevented by using safeguards against mosquitoes. This is the reason that II will go for further test (step II test) proving itself a proper course of action.

In example 2, II is rejected on the basis that it is totally illogical to beat a child and put into jail as a child is not mature enough to decide what is right and what is wrong. Further, it is an established fact (socially established fact) that child criminals must not be treated as punishable wrong doer but they should be made to mend their ways and on the basis of this I is the correct course of action. Hence, I will qualify for the 2nd round test ( Step II test)

**(ii) Action based on logical prediction :** In such type of cases, solutions provided for the given problems are neither an established fact nor they can be considered as proper action on the basis of our past experiences. Hence, in such cases examinees are required to apply certain logic and reasoning to find out if the given course of action solves, reduces or minimises the problem. Let us see the example given below:

**Example 3.**

**Statement:** Jammu & Kashmir is experiencing, again, the rise of terrorism and it is obvious that Pakistan is encouraging it.

**Course of action:** India must go to the international bodies with all the proof of Pakistani involvement in Jammu & Kashmir and demand that Pakistan must be declared a terrorist nation. [ correct action]

**Comment :** Here, the given course of action is the correct one at step I test. In fact, it is a matter of simple logic of diplomacy that in case of disturbances created by a hostile nation within our country, we put this issue before international bodies so that the hostile nation stands at disadvantage. Thus Ex. 3 will qualify for the next step test (step II or practicality test).

**(iii) Action based on experiences:** In certain cases, while deciding if a given course of action solves or reduces or minimises the given problem, our experiences work. In fact, in such cases the given problem may be a relatively new one. It will not be totally new but it will not be very old either. This is the reason that the solution can not be said as an established fact. However, based on our past experiences, in the similar kind of situation, we can reach the conclusion that the given problem can be solved/ reduced/ minimised by this particular action. Let us see the example given below:

**Example 4.**

**Statement:** Several foreign powers having expansionist thinking are threat to India.

**Course of action:** Efforts should be made that the Indians remain united for any eventuality. [correct action]

**Comment:** Our past experiences say that we (India) became a sufferer several times because of the foreign powers and at that time we lacked our unity. In another words, India has fallen victim to foreign powers only when our country (India) has not remained united. Hence, on the basis of our past experience, we can conclude that the given course of action solves or reduces the problem making its entry for 2nd level (step II) test.

**(iv) Action based on prevailing notions of truth:** In such type of cases solutions provided for the given problem is as per the social norms. In other words, the given course of action suggests a solution that is prevailing notion of truth. In fact, they are the ideas that are universally accepted and acknowledged by the society and hence in many ways they are similar to established fact. Let us see the following examples:

**Example 5.**

**Statement:** Mr Sharma got angry and beat his son mercilessly.

**Course of action :** Mr.Sharma should be ca ned publicly [ wrong action]

**Example 6.**

**Statement :** Most of the public sector manufacturing companies in India are running in losses.

**Course of action:** Prospects of privatisation of these companies must be explored. [correct action]

**Comment:** In example 5, the given solution is against the societal norm as public beating is not considered a good punishment. In other words, it is prevailing notion of truth that public beating is not good. Hence, on the basis of this the given solution is rejected and will not go for 2nd level test (step II test).

In example 6, the given course of action suggests privatisation for loss making manufacturing companies and no doubts, it is a prevailing notion of truth that privatisation can reduce or minimise their losses. There is also a chance that privatisation can convert a loss making company into a profitable one. Hence, we conclude the given solution is correct one and will qualify for further test (2nd level test or step II test). Now, we can move on to step II test.

# EXERCISE

**DIRECTIONS (Qs. 1-10):** In each question below is given a statement followed by two courses of action numbered I and II. You have to assume everything in the statement to be true and on the basis of the information given in the statement, decide which of the suggested courses of action logically follow(s) for pursuing.

**Give answer (a)** If only I follows

**Give answer (b)** If only II follows

**Give answer (c)** If either I or II follows

**Give answer (d)** If neither I nor II follows

**Give answer (e)** If both I and II follow

1. **Statement:** Severe drought is reported to have set in several parts of the country.

**Courses of Action:**

- I. Government should immediately make arrangement for providing financial assistance to those affected.
- II. Food, water and fodder should immediately be sent to all these areas to save the people and cattle.

2. **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 quality improved.

3. **Statement:** The State Government has decided to declare 'Kala Azar' as a notifiable disease under the Epidemics Act. Family members or neighbours of the patient are liable to be punished in case they did 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 actions.

4. **Statement:** The Chairman stressed the need for making education system more flexible and regretted that the curriculum has not been revised in keeping with the pace of the changes taking place.

**Courses of Action:**

- I. Curriculum should be reviewed and revised periodically.
- II. System of education should be made more flexible.

5. **Statement:** A large number of people in ward X of the city are diagnosed to be suffering from a fatal malaria type.

**Courses of Action:**

- I. The city municipal authority should take immediate steps to carry out extensive fumigation in ward
- II. The people in the area should be advised to take steps to avoid mosquito bites.

6. **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 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.

7. **Statement:** There has been a significant drop in the water level of all the lakes supplying water to the city.

**Courses of Action:**

- I. The water supply authority should impose a partial cut in supply to tackle the situation.
- II. The government should appeal to all the residents through mass media for minimal use of water.

8. **Statement:** The kharif crops have been affected by the insects for consecutive three years in the district and the farmers harvested less than fifty percent of produce during these years.

**Courses of Action:**

- I. The farmers should seek measures to control the attack of insects to protect their crops next year.
- II. The Government should increase the support price of kharif crops considerably to protect the economic interests of farmers.

9. **Statement:** A recent study shows that children below five die in the cities of the developing countries mainly from diarrhea 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 kept under periodic medic

10. **Statement:** If the retired Professors of the same Institutes are also invited to deliberate on restructuring of the organization, their contribution may be beneficial to the Institute.

**Courses of Action:**

- I. Management may seek opinion of the employees before calling retired professors.
- II. Management should involve experienced people for the systematic restructuring of the organisation.

**DIRECTIONS (Qs. 11-15):** In each question below is given a statement followed by three courses of action numbered (A), (B) and (C). 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 suggested courses of action logically follow(s) for pursuing.

11. **Statement:** A heavy unseasonal downpour during the last two days has paralysed the normal life in the state in which five persons were killed but this has provided a huge relief to the problem of acute water crisis in the state.

**Courses of action :**

- (A) The state government should set up a committee to review the alarming situation.  
(B) The state government should immediately remove all the restrictions on use of potable water in all the major cities in the state.  
(C) The state government should send relief supplies to all the affected areas in the state.  
(a) None (b) Only (A)  
(c) Only (B) and (C) (d) Only (C)  
(e) All (A), (B) and (C)

12. **Statement :** A large private bank has decided to retrench one-third of its employees in view of the huge losses incurred by it during the past three quarters.

**Courses of action :**

- (A) The Government should issue a notification to general public to immediately stop all transactions with the bank.  
(B) The Government should direct the bank to refrain from retrenching its employees.  
(C) The Government should ask the central bank of the country to initiate an enquiry into the bank's activities and submit its report.  
(a) None (b) Only (A)  
(c) Only (B) (d) Only (C)  
(e) Only (A) and (C)

13. **Statement :** Many political activists have decided to stage demonstrations and block traffic movement in the city during peak hours to protest against the steep rise in prices of essential commodities.

**Courses of action:**

- (A) The Government should immediately ban all forms of agitations in the country.  
(B) The police authority of the city should deploy additional forces all over the city to help traffic movement in the city.  
(C) The state administration should carry out preventive arrests of the known criminals staying in the city.  
(a) Only (A) (b) Only (B)  
(c) Only (C) (d) Only (A) and (B)  
(e) None of these

14. **Statement:** The school dropout rate in many districts in the state has increased sharply during the last few years as the parents of these children make them work in the fields owned by others to earn enough for them to get at least one meal a day.

**Courses of action :**

- (A) The Government should put up a mechanism to provide food grains to the poor people in these districts through public distribution system to encourage the parents to send their wards to school.  
(B) The Government should close down some of these schools in the district and deploy the teachers of these schools to nearby schools and also ask remaining students to join these schools.

- (C) Government should issue arrest warrants for all the parents who force their children to work in fields instead of attending classes.

- (a) Only (A) (b) Only (B)  
(c) Only (C) (d) Only (A) and (B)  
(e) None of these

15. **Statement :** One aspirant was killed due to stampede while participating in a recruitment drive of police constables.

**Courses of action :**

- (A) The officials in charge of the recruitment process should immediately be suspended.  
(B) A team of officials should be asked to find out the circumstances which led to the death of the aspirant and submit its report within a week.  
(C) The Government should ask the home department to stagger the number of aspirants over more number of days to avoid such incidents in future.  
(a) Only (A) (b) Only (B)  
(c) Only (C) (d) Only (B) and (C)  
(e) None of these

---

**DIRECTIONS (Qs. 16-20):** 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 suggested courses of action logically follow(s) for pursuing.

---

**Give answer (a)** if only course of action I follows.

**Give answer (b)** if only course of action II follows.

**Give answer (c)** if either course of action I or II follows.

**Give answer (d)** if neither course of action I nor II follows.

**Give answer (e)** if both courses of action I and II follow.

16. **Statement :** Drinking water supply to many parts of town is disrupted due to loss of water because of leakage in pipes supplying water.

**Courses of action :**

- I. The government should order an enquiry into the matter.  
II. The civic body should set up a fact-finding team to assess the damage and take effective step.

17. **Statement:** There is an alarming increase in the number of people suffering from malaria in many parts of the city.

**Courses of action :**

- I. The municipal corporation has advised all the government hospitals to store adequate supply of malaria drugs.  
II. The municipal corporation has urged people to use mosquito repellants and keep their premises clean.

18. **Statement :** Many people have encroached into the government property and built their houses and business establishments.

**Courses of action :**

- I. The government should take immediate steps to remove all unauthorised constructions on government land.
- II. All the encroachers should immediately be put behind bars and also be slapped with a hefty fine.

19. **Statement :** The meteorological department has predicted normal rainfall throughout the country during the current monsoon.

**Courses of action :**

- I. The government should reduce the procurement price of foodgrains for the current year.
- II. The government should reduce subsidy on fertilizers for the current year.

20. **Statement :** The number of dropouts in government schools has significantly increased in the urban areas over the past few years.

**Courses of action :**

- I. The government should immediately close down all such schools in the urban areas where the dropout goes beyond 20 per cent.
- II. The parents of all the students who dropped out of the government schools in urban areas should be punished.

**DIRECTIONS (Qs. 21-30):** In each question given below a statements followed by three courses of action numbered I, II and III. 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 three given/ suggested courses of action logically follows for pursuing and decide the answer.

21. **Statement:** The chairman of the car company announced in the meeting that all trial of its first product the new car model 'M' are over and company plans to launch its car in the market after six months.

**Courses of action :**

- I. The network of dealers is to be finalised and all legal, financial and other matters in this connection will have to be finalised shortly.
- II. The company will have to make plan for product other than car.
- III. Material, managerial and other resources will have to be in fine tune to maintain production schedule.

- (a) I and III only
- (b) Only I
- (c) All the three
- (d) Only II
- (e) None of these

22. **Statement:** The Company 'X' has rejected first lot of valves supplied by Company 'A' and has cancelled its entire huge order quoting use of inferior-quality material and poor craftsmanship.

**Courses of action :**

- I. The Company 'A' needs to investigate functioning of its purchase, production and quality control departments.
- II. The Company 'A' should inspect all the valves rejected by Company 'X'.

- III. The Company 'A' should inform Company 'X' that steps have been taken for improvement and renegotiate schedule of supply.

- (a) Only I and II
- (b) Only II
- (c) All I, II and III
- (d) II and either I or III
- (e) None of these

23. **Statement:** Residents from Model Colony coming under North Ward of City 'X' have complained to the Ward Officer that for last three days the tap water in the ward is contaminated and no action is being initiated by the municipal staff.

**Courses of action :**

- I. The Ward Officer of North Ward should initiate action against residents who have lodged complaints against municipal staff.
- II. The Ward Officer should ask his junior officer to visit Model Colony to assess the actual condition of water with his staff and to get samples of water tested from laboratories.
- III. The Ward Officer should ask Ward Engineer to check water installation and pipelines in the Model Colony area.

- (a) Only I and II
- (b) Only II and III
- (c) Only either I or III & II
- (d) Only I and III
- (e) None of these

24. **Statement:** The Deputy Mayor of city 'Z' has proposed to install a plant of mineral water and to supply citizens, mineral water bottles at ₹ 6 per litre as against ₹ 10 per litre being sold by local private companies.

**Courses of action:**

- I. The local private companies of city 'Z' will have to close their operation.
  - II. The corporation of city Z will have to provide for losses in this project in its budget.
  - III. The tap water scheme of city Z will have to be stopped.
- (a) None of these
  - (b) Only I and III
  - (c) Only I and II
  - (d) Only II & III
  - (e) All the three

25. **Statement:** The Management of School 'M' has decided to give free breakfast from next academic year to all the students in its primary section through its canteen even though they will not get any government grant.

**Courses of action :**

- I. The school will have to admit many poor students who will seek admission for the next academic year.
- II. The canteen facilities and utensils will have to be checked and new purchases to be made to equip it properly.
- III. Funds will have to be raised to support the scheme for years to come.

- (a) Only either I or II
- (b) Only II and III
- (c) Only I
- (d) None of these
- (e) All the three

## Hints & Solutions

1. (b) 2. (e) 3. (a) 4. (e) 5. (e)
6. (a) 7. (e) 8. (e) 9. (e) 10. (b)
11. (d) Immediate course of action to avert the difficult situation is to send relief rupplics in affected areas course of action I is a long term action plan which is time consuming and course of action II is not feasible practically.
12. (a) None of course of action is feasible because the government cannot interfere in bank's internal matter but the government can componsate the huge lossers incurred by bank.
13. (b) The course of action (A) and (C) are not feasible because in a democratic country the government cannot impose ban on these things.
14. (a) Course of action (A) is only feasible solution because the government can neither close these schools nor issue arrest warrants for all the parents.
15. (d) Clearly course of action (B) and (C) should be followed because terminating official in charge of recruitment procers is not a solution to the problem.
16. (d) Both of the course of action are not necessary because ordering an enquiry into the leakage matter would not solve any purpose and secondly no need of setting up fact-finding team when cause of leakage is known to us.
17. (e) Both the course of action I and II should be followed because sufficient supply of malaria drugs is necessary to avoid malaria. Secondly use of mosquito repellent and cleanliness are necessary to avoid mosquito breeding.
18. (a) Only I course of action is suitable to follow because the government should check all unauthorised construction on government land. II course of action is too harsh to be suitable.
19. (d) Both the courses of action are not suitable because when there is no problem, no action is required.
20. (d) Both the course of action are not practically possible because government cannot close down all such schools and also parents of such children cannot be punished because there may be genuine reason for dropouts.
21. (a) Once the trials are over, the best availability of material, managerial and other resources is necessary to maintain production schedule. Hence, III follows. As mentioned in the statement, 'model M is its first product', so it is necessary to finalise the network of dealers and all matters regarding the sale of the product. Hence, I follows. II has no connection with the statement.
22. (c) As in the statement it is mentioned 'rejection due to inferior-quality material and poor craftsmanship', it is well known that purchase deptt. is responsible for purchasing the inferior quality material. Again, production deptt is responsible for improper inspection. Hence, investigation is compulsory for all the departments. Hence, I follows.  
**II follows** because claim of company 'X' may be wrong.  
**III follows** because relationships with a previous client should always be kept up.
23. (b) Since this is a grave issue, it calls for immediate redressal on the part of the ward officer. The ward officer should instruct his junior officer to inspect and evaluate the water condition and get water samples tested through laboratorial intervention. Also, the ward engineer should check the pipelines and the system for probable defects.
24. (a) None of the options has relevance to the statement. The first point of the local companies having to shut down its operations is contradictory. Next, there is no information or projection about the profit or losses. Lastly, tap water will not stop. Rather, this step, if implemented will additionally benefit the citizen of city 'Z'.
25. (b) As it is already known that there will not be any government subsidy, the school authorities will need to evaluate alternatives to raise funds for the initiative, besides proper equipments are also equally necessary to be purchased for the provision.