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STATE BANK OF INDIA

CENTRAL RECRUITMENT & PROMOTION DEPARTMENT
CORPORATE CENTRE, MUMBAI

RECRUITMENT OF
JUNIOR ASSOCIATES (CUSTOMER SUPPORT AND SALES)
IN STATE BANK OF INDIA
[CRPD/CR/2021-22/09]

"ACQUAINT YOURSELF BOOKLET"
FOR PRELIMINARY EXAMINATION

This Booklet gives you detailed information about the competitive examination for recruitment of Junior Associates (Customer Support and Sales) in State Bank of India. This post was advertised in the Employment News/Rozgar Samachar issue dated 08 to 14 May, 2021 and on the Bank's website https://www.sbi.co.in/careers or https://bank.sbi/careers. The terms and conditions, **period of probation,** emoluments etc. were given in the advertisement No. CRPD/CR/2021-22/09. You should ensure that you are eligible in respect of age, educational qualification, nationality as stipulated in the advertisement.

It contains details pertaining to various aspects of the online examination you are going to take and describes the kind of test which will be given to you in the examination. **The assessment will be done online.** You are advised to study this booklet carefully as it will help you in preparing for the examination.

GENERAL INSTRUCTIONS

1. **Particulars to be Noted :** Please note carefully your Roll Number, Date of Exam, Reporting time and venue for the examination given in the call letter.

2. **Punctuality in Attendance : You must report at the examination venue 15 minutes before the reporting time. Taking into account the Social Distancing norms, <u>email and sms</u> will be forwarded to you a day prior to the examination <u>specifying the exact time of reporting</u> to avoid over-crowding at the venue. However, common Reporting Time has been provided in the call letter. If you do not get any intimation prior to the exam, you should follow the Reporting Time printed in the call letter. Late comers will not be allowed to take the test.**

3. **Call letter :** Affix firmly your **recent** passport size photograph in the space provided for it in the call letter and bring it with you alongwith 2 additional photographs, photo identity proof in original and a photocopy when you come to the venue for the examination. **You will not be permitted to appear for the examination if you come without the photo identity proof in original and a photocopy, call letter, without the photograph affixed on the call letter or without 2 additional photographs.** You will be required to sign in the space provided for candidate's signature on your call letter in the presence of the invigilator in the examination hall. Candidates must bring glue for pasting photos on attendance sheets.

4. Call letter of Preliminary Exam will not be collected at the examination venue. However, it will be duly authenticated / Stamped by the exam officials. Candidate will need to retain the call letter (along with authenticated / stamped copy of the ID proof) safely. Those candidates who are called for Main Exam will be required to bring both these documents and copy of ID proof along-with Main Exam call letter and other requisite documents as per information provided in the "acquaint yourself booklet" and call letter of main examination.

5. **Compliance with Instructions :** You should scrupulously follow the instructions given by test administrators and the invigilators at all the stages of the examination for which you have been called. If you violate the instructions you will be disqualified and may also be asked to leave the examination hall.

6. **Use of Books, Notes, Calculators & Cell Phones : No** calculator separate or with watch, cell phones, books, slide rulers, note books or written notes will be allowed inside the examination hall.

7. Do not leave your seat unless you are allowed.

8. **Use of Stationery :** You must bring stationery such as pencils, ball point pen, eraser with you. **Candidates must bring glue for pasting photos and ink stamp pad for affixing left thumb impression.**

9. **Rough work to be done on the sheet provided :** You should do all the necessary rough work on sheets provided. **After the test is over, you should submit the rough sheet** by putting them in the designated drop box. Any candidate who does not return the above material or is found to attempt to take or pass on the questions or answers inside or outside the examination hall will be disqualified and the Bank may take further action against him as per rules of the Bank.

10. **Copying** / **Misconduct** / **Unfair Practices :** If a candidate is/has been found guilty of –

   i) Copying or allowing copying;

   ii) Using unfair means during the test;

   iii) Impersonating or procuring impersonation by any person;

   iv) Misbehaving at the examination venue;

   v) Disclosing, publishing reproducing, transmitting, storing or facilitating transmission and storage of test contents in any form or any information therein in whole or part thereof or by any means verbal or written, electronic or mechanical or taking away the papers supplied in the examination hall or found to be in unauthorised possession of test content.

   vi) Resorting to any other irregular or improper means;

   vii) Obtaining support of his/her candidature by any means.

   He/she will, in addition to rendering himself/herself liable to criminal prosecution, be liable to,

   (a) Disqualification from selection process.

   (b) Be debarred permanently/for specific period from any examination or selection by the Bank .

   Candidates are warned against filling up/furnishing false, tampered/fabricated information or suppressing material information.

   The Bank would be analyzing the responses of a candidate with other appeared candidates to detect patterns of similarity. On the basis of such an analysis, if it is found that the responses have been shared and scores obtained are not genuine/valid, the Bank reserves the right to cancel his/her candidature.

11. **Travelling Allowance shall not be paid : No travelling allowance or other expenses in connection with the examination will be paid.**

12. The possibility for occurrences of some problem in the administration of the examination cannot be ruled out completely which may impact test delivery and/or result from being generated. In that event, every effort will be made to rectify such problem, which may include movement of the candidates from one venue/lab/computer (node) to others and reconduct of the examination if considered necessary.

13. **At the venue, Candidate registration will be done through photo capture.**

14. **Photo captured will be matched with the photo uploaded by the candidate in the application form.**

Preliminary Examination :

Online Preliminary Examination consisting of Objective Tests for 100 marks will be conducted online. This test would be of 1 hour duration consisting of 3 Sections as follows :

Sr. No.	Name of the Test	No. of Questions	Max. Marks	Duration
1.	English Language	30	30	20 Minutes
2.	Numerical Ability	35	35	20 Minutes
3.	Reasoning Ability	35	35	20 Minutes
	Total	**100**	**100**	**1 Hour**

Each test will have a separate timing as mentioned above.

There will be negative marks for wrong answers in the Objective tests. 1/4th of mark assigned for question will be deducted for each wrong answer.

No minimum qualifying marks are prescribed for individual tests OR for aggregate score. Sectionwise marks will not be maintained.

Adequate number of candidates in each category as decided by the Bank (approximately 10 times the numbers of vacancies. subject to availability) will be short listed for the Main Examination from the list of all candidates arranged in descending order of aggregate marks scored.

Sample Questions for Preliminary Examination

Below are given some sample questions for each of these tests. The type of questions are only illustrative and not exhaustive. In actual test you may find questions on some or all these types and also questions on the type not mentioned here.

ENGLISH LANGUAGE

This is a test to see how well you know English. Your English language ability would be tested through questions on grammar, vocabulary, sentence completion, synonyms, antonyms, comprehension of a passage, etc. Study and answer the sample questions given below :

Directions : Pick out the most appropriate word from amongst the words given below each sentence to complete it meaningfully.

Q.1. He quickly glanced .... the book to find what it said about the Indian economy.
(1) at   (2) through   (3) in   (4) to   (5) over

The correct answer is "through" which is answer No. 2.

Q.2. The counsel urged the court to .... down the obnoxious law.
(1) enact   (2) enforce   (3) cancel   (4) strike   (5) declare

Q.3. The local official .... the Minister of the situation.
(1) explained   (2) warned   (3) apprised   (4) told   (5) intimated

Directions : Read each sentence to find out whether there is any grammatical error in it. The error, if any, will be in one part of the sentence. The number of that part of the sentence is your answer. If there is no error, the answer is (5).

Q.4. I am twenty / two years old / when I first / joined the bank.   No error
       (1)   (2)   (3)   (4)   (5)

The error is in (1). Therefore the answer is '1'.

Q.5. To the Hindus / the Ganga is / holier than / any other river.   No error
       (1)   (2)   (3)   (4)   (5)

In this question, there is no error; therefore the right answer to this question is '5'.

Q.6. Of all the teachers / in our school / our class teacher / were very strict.   No error
         (1)   (2)   (3)   (4)   (5)

Directions : In each of the following questions, select from amongst the five alternatives, the word nearest in meaning to the word given in capitals.

Q.7. LETHAL
(1) light   (2) dangerous   (3) deadly   (4) cruel   (5) thoughtless

Q.8. CENTENARY
(1) a guard   (2) a hundred years   (3) a very old man   (4) hundred runs (5) hundredth anniversary

Q.9. TRIUMPH
(1) conquer   (2) smash   (3) earn   (4) brave   (5) capture

Directions : In each of the following questions, select from amongst the five alternatives, the word most opposite in meaning of the word given in capitals.

Q.10. LIVELY
(1) simple   (2) weak   (3) dull   (4) angry   (5) moron

Q.11. INADVERTENT
(1) adequate   (2) available   (3) sluggish   (4) negligent   (5) intentional

Q.12. INEPT
(1) accurate   (2) skilful   (3) sensible   (4) artistic   (5) apt

In addition, there will be questions based on passage, to test your comprehension.

NUMERICAL ABILITY

This test is designed to measure how fast and accurate you are in dealing with numbers, viz. computation, quantitative reasoning, interpretation of tables and graphs etc.

Q.1-3. Study the following table carefully and answer the questions given below ——

Distribution of 1000 candidates as regards their marks in written examination out of 300 and interview out of 100 in a selection examination

Written Examination Marks	INTERVIEW MARKS					
	Below 30	30-39	40-49	50-59	60-69	70 & above
260 & above	8	18	26	18	26	4
210 to 259	5	4	30	22	10	9
160 to 209	16	10	45	56	18	9
110 to 159	28	42	100	190	15	5
60 to 109	35	115	20	8	7	5
Below 60	32	32	20	4	6	2

Q.1. How many candidates did obtain more than 69 percent marks and above in both written examination and interview ?
(1) 22   (2) 49   (3) 13   (4) 9   (5) Other than those given as options

Q.2. if approximately 325 candidates were to be qualified in the written examination, what should be the percentage of the qualifying marks ?
(1) above 20   (2) above 70   (3) above 36   (4) above 63   (5) Other than those given as options

Q.3. About 42 percent of the candidates fall in which of the following ranges of the interview marks ?
(1) 110-159   (2) 110 & below   (3) 50 to 70   (4) 50 & above   (5) Other than those given as options

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Some of the questions may require arithmetical reasoning. For example :

Q.4. At 10 paise each, how many paise will 6 lemons cost ?
(1) 6   (2) 10   (3) 60   (4) 610   (5) Other than those given as options

Q.5. Which of the following can be exact multiple of 4 ?
(1) 27114   (2) 58204   (3) 48402   (4) 32286   (5) Other than those given as options

Q.6. If the profit made by selling a pen for Rs.10 is as much as its cost, what is the cost price of the pen ?
(1) Rs.3/-   (2) Rs.5/-   (3) Rs.10/-   (4) Rs.20/-   (5) Other than those given as options

Also, there may be some questions based on graphs and tables.

Q.7-9. Directions : Given below is a table showing percentages out of a total of 700 employees ranking six attributes that help promotion. Rank I is the highest. Study the table carefully and answer the questions that follow :

Attribute	Percent of Employees Giving Different Ranks					
	I	II	III	IV	V	VI
Seniority	32	17	22	19	5	5
Perseverance	14	19	17	9	27	14
Efficiency	15	19	21	14	14	17
Intelligence	10	14	10	14	17	35
Honesty	24	17	7	9	27	16
Sociability	5	14	23	35	10	13

Q.7. Which attribute for promotion has received the highest rank ?
(1) Perseverance   (2) Seniority   (3) Honesty   (4) Sociability   (5) Efficiency

Notice the percentage for rank I given in the table. You observe that seniority is the attribute with the highest percentage. So your answer is "Seniority", which is answer No. (2)

Q.8. How many employees gave rank III to intelligence ?
(1) 119   (2) 98   (3) 77   (4) 70   (5) 10

Look at the intersection of the column giving percentage for rank III and the row giving percentage for intelligence. You find that 10 percent of the 700 employees have given rank III to this attribute. 10% of 700 is 70. So your answer should be (4).

Q.9. Which attribute is considered the least important for promotion ?
(1) Honesty   (2) Intelligence   (3) Perseverance   (4) Efficiency   (5) Sociability

Referring to the percentage for VI rank, you find that intelligence is the attribute which receives the highest percentage. In other words, a majority of people consider it as the least important and give it the last rank. Therefore your answer is (2).

REASONING ABILITY

This is a test to see how well you can think and also to judge your aptitude/ knowledge for working with computer. It contains questions of various kinds. Here are some sample questions.

Directions : In each of the following questions, there are five letter groups or words in each question. Four of these letter groups or words are alike in some way, while one is different. Find the one which is different.

Q.1. (1) black   (2) red   (3) green   (4) paint   (5) yellow

Of the five, 'black', 'red', 'green' and 'yellow' form a group as they are names of colours. 'paint' is not the name of a colour. Therefore, (4) is the answer.

Now try to solve the following questions.

Q.2. (1) BC   (2) MN   (3) PQ   (4) XZ   (5) ST

Q.3. (1) Mango   (2) Apple   (3) Orange   (4) Guava   (5) Rose

Directions : In each of the following questions, there is a question mark in which only one of the five alternatives given under the question satisfies the same relationship as is found between the two terms to the left of the sign :: given in the question. Find the correct answer.

Q.4. Foot : man : : hoof : ?
(1) leg   (2) dog   (3) horse   (4) boy   (5) shoe

In the above example, 'hoof' has the same relationship with 'horse' as 'foot' has to 'man'. Hence the answer is (3).

Now study to solve the following questions.

Q.5. Day : Night : : Kind : ?
(1) Dark   (2) Bright   (3) Cruel   (4) Generous   (5) Gratitude

Q.6. Hut : Mansion : : Rabbit : ?
(1) Hole   (2) Carrot   (3) Elephant   (4) Small   (5) Rat

Now try the following questions.

Q.7. If the letters in the word TOPS can be rearranged to form a meaningful word beginning with O, the last letter of that word is your answer. If more than one such word can be formed, M is the answer and if no such word can be formed, X is the answer.
(1) T   (2) P   (3) M   (4) S   (5) X

Q.8. 'Some leaders are dishonest. Satyapriya is a leader.' Which of the following inferences definitely follows from these statements ?
(1) Satyapriya is honest   (2) Satyapriya is dishonest
(3) Some leaders are honest   (4) Leaders are generally dishonest
(5) Satyapriya is sometimes dishonest

Q.9. If 'A " B' means 'add B to A', 'A ' B' means 'subtract B from A', 'A # B' means 'divide A by B' and 'A $\ast$ B' means 'multiply A by B; which of the following gives the average sales of two days where S_1 and S_2 are the sales of the first and the second day respectively ?
(1) $(S_1 \,' \, S_2)$ # 2   (2) 2 # $(S_1 \," \, S_2)$ (3) $(S_1 \," \, S_2$ # 2$)$
(4) $(S_1 \ast S_2)$ # $(S_1 \," \, S_2)$ (5) Other than those given as options

Q.10. Every person above eighteen years of age who is registered as a voter, can vote. To find out whether Madhu, who was born twenty years ago, can vote, which of the following further information is needed ?
(I) Madhu's date of birth   (II) Whether Madhu is registered as a voter
(1) Only I   (2) Only II   (3) Either I or II
(4) Neither I nor II   (5) Both I and II

Q.11. In each question below are given two statements followed by two conclusions numbered I and II. You have to take the two given statements to be true even if they seem to be at variance from commonly known facts, consider the two conclusions; together and then decide which of the given conclusions logically follows from the two given statements, disregarding commonly known facts.

Statements   :   I. All machines are windows. All windows are clouds.
Conclusions   :   I. All machines are clouds.
                   II. All clouds are machines.

(1) None follows   (2) Only I follows   (3) Both I & II follow
(4) Only II follows   (5) Either I or II follows

1. A **login screen** will be displayed to the candidate. The candidate has to log in using his/her User ID and Password which is provided on the Call Letter.

2. After logging in Candidate's profile (Name, Roll No. & photograph etc.) will be displayed and the candidate has to confirm the same by clicking on the 'I confirm' button confirming the profile is correct.

3. Thereafter the instructions will be displayed on the screen.

4. A candidate should read the instructions carefully and indicate that he has done so by 'checking' (click) the box at the bottom of the screen, after which the **'I am ready to begin' button** is activated.

5. After clicking on the 'I am ready to begin' button the actual **test time** will begin.

6. In Online Preliminary Examination, there will be 100 Questions and each question is followed by 5 alternatives/ options.

7. The questions except those on English Language will be available in Hindi and in English. In order to view a given question in the other language, a candidate can click on the 'view in' drop down box and select the desired language.

8. Only one question will be displayed at a time.

9. In order to answer a question, the candidate has to 'mouse click' the option he/she thinks is appropriate/ correct. **The alternative which has been clicked on will be highlighted and shall be treated as the answer given by the candidate for the question.**

10. After selecting an answer for a question the candidate should click on the **'SAVE & NEXT'** button to save his answer and proceed to the next question. **Note that without clicking on 'Save & Next' button the answer selected for a question will not be saved.**

11. In case a candidate does not wish to attempt the question then he/ she should not click on any option for that question. A candidate can choose to deselect his/her answer for a particular question by clicking on the **'CLEAR RESPONSE' button** provided against each question.

12. In case a candidate wants to skip a particular question and return to it later before submitting his/her test or a candidate 'clicks' (selects) an answer for a particular question but wishes to review it later, he/she may note down the question number on the sheet provided.

    In such cases the candidate may also click on the **'MARK FOR REVIEW & NEXT'** button. In case an answer has been selected for a particular question which has been marked as **'MARK FOR REVIEW & NEXT'**, the answer marked will be taken for final evaluation.

13. The question numbers of attempted and unattempted questions are also shown to the right of the screen. A candidate can then click on any of the question numbers to view the question, in order to attempt/ revise his/her answer to the question.

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14. Each question number will be displayed in a particular colour depending on the status of the question:

   [1] You have not visited the question yet.

   [2] You have not answered the question.

   [3] You have answered the question.

   [4] You have NOT answered the question but have marked the question for review.

   [5] You have answered the question but marked it for review.

15. The Marked for Review status of a question simply indicates that you would like to look at that question again.

16. If a question is answered and Marked for Review, your answer for that question will be considered in the evaluation.

17. **Candidates are not permitted to submit their answers before the entire test duration for online preliminary exam is over.**

18. **A candidate can navigate between questions within test by clicking on the question number displayed to the right of the screen.**

19. When a candidate clicks on a particular question, it takes some time for the question to appear. The time lost is not deducted from the total time allotted for the test.

20. **Under no circumstances should a candidate click on any of the 'keyboard keys' once the exam starts as this will lock the exam.**

About the Submission

1. Candidates are not permitted to submit their answers before the entire test time is over.

2. **A candidate can only change his/ her answer before clicking the 'Submit' button.**

3. After the expiry of the exam duration, candidates will not be able to attempt any question or check their answers. A candidate's answers would be automatically saved by the computer system even if he has not clicked the 'Submit' button.

SOCIAL DISTANCING MODE CONDUCT OF EXAM RELATED INSTRUCTIONS

1   **Candidate is required to report at the exam venue strictly as per the time slot mentioned in the Call Letter AND/OR informed via SMS/Mail on their registered mobile number/mail prior to exam date. It is expected that candidate strictly adhere to this time slot – as entry into the exam venue will be provided based upon the individual's time slot ONLY. Candidates should report atleast 15 minutes before the Reporting time indicated on the call Letter.**

2   **Mapping of 'Candidate Roll Number and the Lab Number' will NOT be displayed outside the exam venue, but the same will be intimated to the candidates individually at the time of entry of the candidate to the exam venue.**

3   Items permitted into the venue for Candidates
    Candidates will be permitted to carry only certain items with them into the venue.
    a.   **Mask (WEARING A MASK is COMPULSORY)**
    b.   **Gloves**
    c.   **Personal transparent water bottle (Candidates should bring their own water bottle)**
    d.   **Personal hand sanitizer (50 ml)**
    e.   **A simple pen, pencils, erasers. Candidates must bring glue for pasting photos and ink stamp pad for affixing left thumb impression.**
    f.   **Exam related documents (Call Letter and Photocopy of the ID card stapled with it, ID Card in Original and 2 additional photographs.) Original ID (same as Photocopy) is also to be brought for verification. The name on the ID and on the Call Letter should be exactly the same.**
    g.   **In case of Scribe Candidates - Scribe form duly filled and signed with Photograph affixed.**
    No other Items are permitted inside the venue.

4   **Candidate should not share any of their personal belonging/material with anyone**

5   **Candidate should maintain safe social distance with one another.**

6   **Candidate should stand in the row as per the instructions provided at venue.**

7   **If candidate is availing services of a scribe, then scribe also should bring their own Gloves, N95 Mask, sanitizer (50ml) and transparent water bottle. Wearing a mask is compulsory. Both candidate and Scribe will require to be wearing N95 Mask.**

8   **A Candidate must have AarogyaSetu App installed on his mobile phone. The AarogyaSetu status must show candidate's risk factor. A candidate will have to display this status to the Security Guard at the entry into the exam venue. In case a candidate does not have a smart phone, he/she will have to bring in a signed declaration to this effect (declaration is provided along with this Call Letter) and show the same to the Security Guard at the entry into the exam venue. Candidates with Moderate or High Risk Status on AarogyaSetu App will not be allowed entry. In case any of the responses in declaration suggest COVID 19 infection/symptoms, the candidate will not be permitted inside the exam venue. (If candidate is availing services of a Scribe, then Scribe should also follow the same instructions.)**

9   **After AarogyaSetu status display at the entry gate, candidates will be required to switch off their mobile phones, and deposit it at the designated location, to be collected while exiting**

10 **All candidates (and Scribe, if applicable) will be checked with Thermo guns at the entry point for temperature. In case, any person is observed to be having above normal temperature (> 99.14° F) or displaying any symptoms of the virus, they will not be allowed entry into the venue.**

11 In candidate registration:
    a.   **Candidate registration will be done through photo capture. Photo captured will be matched with the photo uploaded by you in the application. You must NOT change your appearance from the photo uploaded by you.**
    b.   **Photograph capture will be done while candidate is standing.**
    c.   **Seat number will be given to the candidate.**

12 Rough sheet, call letter and ID proof management
    • **Call letter of Preliminary Exam will not be collected at the examination venue. However, it will be duly authenticated/ Stamped by the exam officials. Candidate will need to retain the call letter (along with authenticated/stamped copy of the ID proof) safely. Those candidates who are called for Main Exam will be required to bring these documents (Call letter & copy of ID proof) along-with Main Exam call letter and other requisite documents as per information provided in the "acquaint yourself booklet" and call letter of main examination.**
    • **Rough sheet(s) kept at each candidate desk will be used by candidate.**
    • **Those candidates who avail the services of Scribe should submit Scribe form in the boxes provided at the exit of lab/venue while leaving or at the designated place.**
    • **Candidate must drop the rough sheets in the boxes provided at the exit of lab/venue while leaving or at the designated place indicated by Exam officials.**

13 Post Examination Controls
    • **On completion of examination, the candidates will be permitted to move out in an orderly manner one candidate at a time. Please wait for instructions from invigilator and do not get up from your seat until advised.**

WISH YOU GOOD LUCK

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