

ROYAL CIVIL SERVICE COMMISSION
BHUTAN CIVIL SERVICE EXAMINATION (BCSE) 2014
EXAMINATION CATEGORY – TECHNICAL
PAPER I: LANGUAGES AND GENERAL KNOWLEDGE

Date	:10 October, 2014
Total Marks	:100 [70 Marks for Part A –English &GK;30 marks for Part B Dzongkha]
Examination Time	:3 hours
Reading Time	:15 minutes (Prior to examination time)

GENERAL INSTRUCTIONS

1. Write your Registration Number clearly and correctly in the answer booklet.
2. You will be provided with TWO Answer Booklets – one for Part A and the other for Part B. You are required to write all your answers for Part A and Part B on SEPARATE Answer Booklets.
3. The first 15 minutes are to check the number of pages, printing errors, clarify doubts and to read the instructions in the question paper. You are NOT permitted to write during this time.
4. This question Paper consists of pages including this instruction page. It is divided into TWO PARTS, namely PART A and PART B as follows
 - PART A: English and General Knowledge, which carries 70 marks; and
Part B: Dzongkha Language which carries 30 marks.
 - Part A of the paper is divided into THREE sections:
 - ✓ Section I: Case Study
 - ✓ Section II: Topical Discussions and
 - ✓ Section III: Multiple Choice Questions
 - PART B has TWO sections:

Section I: Comprehension	{	འདྲི་བ་དང་པ་	གོ་བ་ལེན་ནི།
Section II: Translation	{	འདྲི་བ་གཉིས་པ་	སྐད་སྒྲུབ།
5. Specific instructions are given for each section separately. Read the instructions carefully and answer the questions.
6. All answers should be written with correct numbering of Section and Question Number in the Answer Booklet provided to you. Note that any answer written without including any or correct Section and Question Number will NOT be evaluated and no marks will be awarded.
7. Begin each Section in a fresh page of the Answer Booklet.
8. You are not permitted to tear off any sheet(s) of the Answer Booklet as well as the question paper.
9. Use of any other paper including paper for rough work is not permitted
10. You are required to hand over the Answer Booklet to the invigilator before leaving the examination hall.

Good Luck!

PART A**SECTION I: CASE STUDY**

Read the following passage and answer ALL THREE QUESTIONS that follow: (30 marks)

Keeping Suzanne Chalmers, A Human Resource Case

Thomas Chan hung up the telephone and sighed. The vice-president of software engineering at Advanced Photonics Inc. (API) had just spoken to Suzanne Chalmers, who called to arrange a meeting with Chan later that day. She didn't say what the meeting was about, but Chan almost instinctively knew that Suzanne was going to quit after working at API for the past four years. Chalmers is a software engineer in Internet Protocol (IP), the software that directs fiber-optic light through API's routers. It was very specialized work, and Suzanne was one of API's top talents in that area.

Thomas Chan had been through this before. A valued employee would arrange a private meeting. The meeting would begin with a few pleasantries, then the employee announces that he or she wants to quit. Some employees say they are leaving because of the long hours and stressful deadlines. They say they need to decompress, get to know the kids again, or whatever. But that's not usually the real reason. Almost every organization in this industry is scrambling to keep up with technological advances and the competition. Employees would just leave one stressful job for another one.

Also, many of the people who leave API join a start-up company a few months later. These start-up firms can be pressure cookers where everyone works 16 hours each day and has to perform a variety of tasks. For example, engineers in these small firms might have to meet customers or work on venture capital proposals rather than focus on specialized tasks related to their knowledge. API now has over 6,000 employees, so it is easier to assign people to work that matches their technical competencies.

No, the problem isn't the stress or long hours, Chan thought. The problem is money—too much money. Most of the people who leave are millionaires. Suzanne Chalmers is one of them. Thanks to generous stock options that have skyrocketed on the stock markets, many employees at API have more money than they can use. Most are under 40 years old, so they are too young to retire. But their financial independence gives them less reason to remain with API.

The meeting with Suzanne Chalmers took place a few hours after the telephone call. It began like the others, with the initial pleasantries and brief discussion about progress on the latest fiber-optic router project. Then, Suzanne made her well-rehearsed statement: "Thomas, I've really enjoyed working here, but I'm going to leave Advanced Photonics." Suzanne took a breath, then looked at Chan. When he didn't reply after a few seconds, she continued: "I need to take time off. You know, get away to recharge my batteries. The project's nearly done and the team can complete it without me. Well, anyway, I'm thinking of leaving." Chan spoke in a calm voice. He suggested that Suzanne

should take an unpaid leave for two or maybe three months, complete with paid benefits, then return refreshed. Suzanne politely rejected that offer, saying that she needs to get away from work for a while.

Thomas then asked Suzanne whether she was unhappy with her work environment—whether she was getting the latest computer technology to do her work and whether there were problems with coworkers. The workplace was fine, Suzanne replied. The job was getting a bit routine, but she had a comfortable workplace with excellent coworkers. Chan then apologized for the cramped workspace, due mainly to the rapid increase in the number of people hired over the past year. He suggested that if Suzanne took a couple of months off, API would give her special treatment with a larger work space with a better view of the park behind the campus like building when she returned. She politely thanked Chan for that offer, but it wasn't what she needed. Besides, it wouldn't be fair to have a large workspace when other team members work in small quarters.

Chan was running out of tactics, so he tried his last hope: money. He asked whether Suzanne had higher offers. Suzanne replied that she regularly received calls from other companies, and some of them offered more money. Most were start-up firms that offered a lower salary but higher potential gains in stock options. Chan knew from market surveys that Suzanne was already paid well in the industry. He also knew that API couldn't compete on share option potential. Employees working in start-up firms sometimes saw their shares increase by 5 or 10 times their initial value, whereas shares at API and other large firms increased more slowly. However, Chan promised Suzanne that he would recommend that she receive a significant raise—maybe 25 percent more—and more stock options. Chan added that Chalmers was one of API's most valuable employees and that the company would suffer if she left the firm.

The meeting ended with Chalmers promising to consider Chan's offer of higher pay and stock options. Two days later, Chan received her resignation in writing. Five months later, Chan learned that after a few months traveling with her husband, Chalmers joined a start-up software firm in the area.

Question 1(5+5=10 marks)

Why didn't money motivate Suzanne Chalmers to stay with API?

Question 2 (5+5=10 marks)

Do financial rewards have any value in situations such as this, where employees are relatively wealthy?

Question 3 (5+5=10 marks)

If you were Thomas Chan, what strategy, if any, would you use to motivate Susan Chalmers to stay at Advanced Photonics Inc?

SECTION II: Topical Discussion (20 Marks)

This section consists of FOUR questions related to topical issues. Answer ANY TWO questions. Each question carries 10 marks.

Question 1.

The World Health Organization has noted that policy measures such as complete bans on tobacco advertising, promotion and its sponsorship do decrease tobacco use.

However, the tobacco industry uses its enormous resources to derail or weaken laws and agreements in various countries and regions.

How true is this with reference to the laws on tobacco use in Bhutan?

Question 2.

The climate is changing. The earth is warming up, and there is now overwhelming scientific consensus that it is happening, and human-induced. With global warming on the increase and species and their habitats on the decrease, chances for ecosystems to adapt naturally are diminishing.

Narrate the Bhutanese story with regard to our efforts in saving our biodiversity.

Question 3.

According to UNICEF, 22,000 children die each day due to poverty. And they “die quietly in some of the poorest villages on earth, far removed from the scrutiny and the conscience of the world. Being meek and weak in life makes these dying multitudes even more invisible in death.”

Is poverty a concern for the present PDP government? Why or why not?

Question 4.

In 1970, the world’s rich countries agreed to give 0.7% of their GNI (Gross National Income) as official international development aid, annually. Since that time, despite billions given each year, rich nations have rarely met their actual promised targets. For example, the US is often the largest donor in dollar terms, but ranks amongst the lowest in terms of meeting the stated 0.7% target.

Furthermore, aid has often come with a price of its own for the developing nations:

What are some of the issues related to aid in Bhutan?

SECTION III: Multiple Choice Questions (20 marks)

Choose the correct answer and write down the letter of the correct answer chosen in the Answer Booklet against the question number. For example – 22(A). Each question carries ONE mark.

1. Frederick Sanger is a twice recipient of the Nobel Prize for
 - A. Chemistry in 1958 and 1980
 - B. Physics in 1956 and 1972
 - C. Chemistry in 1954 and Peace in 1962
 - D. Physics in 1903 and Chemistry in 1911

2. G-15 is an economic grouping of
 - A. First World Nations
 - B. Second World Nations
 - C. Third World Nations
 - D. Fourth World Nations

3. The chairmanship/presidency of the UN Security Council rotates among the Council Members
 - A. every 6 months
 - B. every 3 months
 - C. every year
 - D. every month

4. The year 1995 is the Golden Jubilee year of which of the following international organisations?
 - A. UNO
 - B. NAM
 - C. GATT (now WTO)
 - D. ASEAN

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5. Who invented the BALLPOINT PEN?
- A. Biro Brothers
 - B. Waterman Brothers
 - C. Bicc Brothers
 - D. Write Brothers
6. Who is the first Asian Winner of the Nobel Prize?
- A. C. V. Raman
 - B. Rajiv Gandhi
 - C. Rabindranath Tagore
 - D. Mother Teresa
7. Who wrote the line: 'A thing of beauty is a joy forever'?
- A. John Keats
 - B. Robert Browning
 - C. P.B. Shelley
 - D. William Wordsworth
8. The intersecting lines drawn on maps and globes are
- A. latitudes
 - B. longitudes
 - C. geographic grids
 - D. None of the above
9. A hole is made in a brass plate and it is heated. The size of the hole will
- A. increase
 - B. decrease
 - C. first increase and then decrease
 - D. remain unchanged

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10. The moon is a:
- A. Comet
 - B. Satellite
 - C. Star
 - D. Planet
11. When a ship enters a sea from a river, its portion under water will
- A. Increase
 - B. Decrease
 - C. Show no change
 - D. Increase and decrease alternately
12. Where did Gautama Buddha deliver his first sermon?
- A. Sarnath
 - B. Lumbini
 - C. Bodh Gaya
 - D. Vaishali
13. What type of mirror is used by motorists to see the road behind them?
- A. Convex
 - B. Concave
 - C. Plane
 - D. Concavo-convex
14. The first metal used by man was
- A. Iron
 - B. Copper
 - C. Aluminium
 - D. Gold
15. Recently, “Gaofen-2” a most advanced high-definition Earth observation satellite was launched by which country?
- A. Russia
 - B. China
 - C. Japan
 - D. Pakistan

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16. According to the latest, “The MasterCard Global Destination Cities Index Report Survey”, which of the following cities is expected to become the World’s Top Tourist Destination?
- A. London
 - B. Bangkok
 - C. Paris
 - D. Singapore
17. Which among the following countries is the biggest oil producer in Africa?
- A. Algeria
 - B. Angola
 - C. Nigeria
 - D. Sudan
18. Which city will host the 2015 European Games, the inaugural edition of the European Games?
- A. Baku
 - B. Zurich
 - C. Danube
 - D. Paris
19. What is the rank of Bhutan in terms of total land area?
- A. 29th
 - B. 54th
 - C. 96th
 - D. 137th
20. If you had pognophobia what would you be afraid of?
- A. Hair
 - B. Beards
 - C. Nails
 - D. Bones

