



# **STATE BANK OF INDIA**

**CENTRAL RECRUITMENT & PROMOTION DEPARTMENT  
CORPORATE CENTRE, MUMBAI**

**“ACQUAINT YOURSELF BOOKLET”**

**FOR RECRUITMENT OF ASSISTANTS IN  
CLERICAL CADRE IN STATE BANK OF INDIA**

## INTRODUCTION

This Booklet gives you detailed information about the competitive examination for recruitment of Assistants in Clerical Cadre in State Bank of India. This post was advertised in the Employment News/Rozgar Samachar issue dated 31 May - 6 June, 2014 and on the Bank's website [www.statebankofindia.com](http://www.statebankofindia.com) and [www.sbi.co.in](http://www.sbi.co.in). The terms and conditions, **period of probation**, emoluments etc. were given in the advertisement No. CRPD/CR/2014-15/02. You should ensure that you are eligible in respect of age, educational qualification, nationality as stipulated in the advertisement.

This handout 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 for the objective tests. The method of indicating answers for objective tests have been give in (III). You should carefully read instructions regarding the method of indicating answers.** 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, time and venue for the examination given in the call letter.
2. **Punctuality in Attendance** : Candidates should be present at the examination hall at the time given in the call letter. Candidates arriving late will not be permitted to enter the Examination Hall.
3. **Call letter to be Surrendered** : Affix firmly a copy of your **recent** passport size photograph in the space provided for it in the call letter and bring it with you alongwith 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 or without the photograph affixed on the call letter.** 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. Invigilator will take your left thumb impression on the call letter while collecting the same. You should hand over your call letter alongwith the photocopy of photo identity proof to the invigilator in the examination hall, when he collects the call letters from the candidates.
4. **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.
5. **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.
6. Do not leave your seat unless you are allowed.
7. **Use of Stationery** : You must bring stationery such as pencils, ball point pen with you.
8. **Rough work to be done on the sheet provided** : You should do all the necessary rough work on sheet provided only. **After the online test is over, you should hand over the sheet, given for rough work to the invigilator.** 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.
9. **There will be Penalty for wrong answers marked by you in the objective tests.** There are five alternative answers to every question of all the tests. For each question for which a wrong answer has been given by you, one-fourth or 0.25 of the marks assigned to that question will be deducted as penalty. If a question is left blank, i.e. no answer is given by you, there will be no penalty for that question. If the total of the penalty for test is in fraction, it will be rounded off to the nearest integer. **You should therefore be careful in marking your answers.**
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.

- v) 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. Please also note that the call letter does not constitute an offer of employment by the State Bank of India.**

**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 .

## SELECTION PROCEDURE

### THE TEST WILL BE ONLINE OBJECTIVE TYPE

The details of the tests are given below :

Sr. No.	Test	Questions	Max. marks	Time
1	General Awareness	40	40	Composite time of 2 Hours 15 minutes
2	General English	40	40	
3	Quantitative Aptitude	40	40	
4	Reasoning Ability	40	40	
5	Marketing Aptitude/ Computer Knowledge	40	40	
	Total	200	200	

Except the Test of English Language all the questions in the tests will be in Hindi and English. For these five objective type tests, you will be given a composite time of 2 Hours and 15 minutes.

There will be negative marks for wrong answers in the Objective tests. 1/4th mark will be deducted for each wrong answer. Candidates will have to pass in each of the objective tests.

The passing marks in each of the tests will be decided by the Bank on the basis of the performance of all the competing candidates taken together in each test to a minimum required level. Candidates are also required to score a minimum percentage marks on aggregate (For SC/ST/OBC/PWD/XS candidates, 5% relaxation available thereon) for being considered for interview. Minimum percentage marks on aggregate will be decided by the Bank.

**Interviews :** Candidates qualified in the test will be placed according to their marks in descending order in respective categories. Depending upon the number of vacancies only certain number of candidates from amongst those who qualify by ranking high enough in the merit will be called for interview in the ratio of maximum 3 candidates for each vacancy. Candidates are required to score a minimum percentage marks (to be decided by the bank) in interview to be considered for final selection. 5% relaxation for SC/ST/OBC/PWD/XS category will be available thereon. Weightage for knowledge of local language will be given in accordance with the Govt. guidelines. Final selection will be made on the basis of candidate's performance in the test and interview taken together.

### Sample Questions :

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.

## Test of General Awareness

This test is intended to give an index of your awareness of people and events past and present in different walks of life.

- Q.1.** R. K. Laxman is famous for ——  
(1) Painting (2) Cartoons (3) Screenplay Writing  
(4) Film Direction (5) Other than those given as options
- Q.2.** “Kumbh-Mela” is held in our country after every ——  
(1) 6 years (2) 10 years (3) 12 years (4) 14 years (5) Other than those given as options
- Q.3.** Who among the following is the director of the film “Lagaan” ?  
(1) Sanjay Leela Bhansali (2) Vasant Govarikar (3) Karan Johar  
(4) B. R. Chopra (5) Other than those given as options

## Test of 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.4.** 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.5.** The counsel urged the court to ..... down the obnoxious law.  
(1) enact (2) enforce (3) cancel (4) strike (5) declare
- Q.6.** The local official ..... the Minister of the situation.  
(1) explained (2) warned (3) apprised (4) told (5) intimidated

**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.7.** 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.8.** 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.9.** 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.10.** LETHAL  
(1) light (2) dangerous (3) deadly (4) cruel (5) thoughtless
- Q.11.** CENTENARY  
(1) a guard (2) a hundred years (3) a very old man (4) hundred runs (5) hundredth anniversary
- Q.12.** TRIUMPH  
(1) conquer (2) smash (3) earn (4) brave (5) capture

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

## Test of Quantitative Aptitude

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.

**Directions :** In each of the following questions, you have to find out what will come in place of the question mark (?).

**Q.13.**  $42 + 73 + 137 = ?$   
(1) 352      (2) 252      (3) 242      (4) 142      (5) Other than those given as options

**Q.14.**  $20 \times \frac{1}{2} = ?$   
(1) 4      (2) 5      (3) 1      (4) 20      (5) Other than those given as options

**Q.15.**  $0.7 \times 0.5 = ?$   
(1) 35      (2) 0.35      (3) 0.0035      (4) 0.035      (5) Other than those given as options

In Q.13, 252 is the correct answer. So your answer would be (2). The correct answer for Q.14 is 10. But neither (1), nor (2), nor (3), nor (4) shows this answer. Therefore your answer is (5).

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

**Q.16.** 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.17.** 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.18.** 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

There may also be questions on graph and tables.

## Test of 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.19.** (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.20.** (1) BC      (2) MN      (3) PQ      (4) XZ      (5) ST

**Q.21.** (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.22.** 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.23.** Day : Night :: Kind : ?  
(1) Dark      (2) Bright      (3) Cruel      (4) Generous      (5) Gratitude

**Q.24.** Hut : Mansion :: Rabbit : ?  
(1) Hole      (2) Carrot      (3) Elephant      (4) Small      (5) Rat

Now try the following questions.

**Q.25.** 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.26.** 'Some leaders are dishonest. Satyapriya is a leader.' Which of the following inferences definitely follows from these statements ?

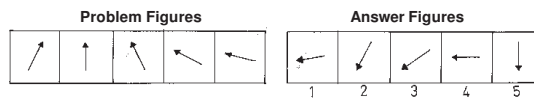
- (1) Satyapriya is honest                      (2) Satyapriya is dishonest                      (3) Some leaders are honest  
 (4) Leaders are generally dishonest                      (5) Satyapriya is sometimes dishonest

There may also be problems in the form of figures, designs and drawings. These may be of three types viz. (1) analogies, (2) classification and (3) series.

**Series (I)**

Study the following problems based on series.

**Q.27.**



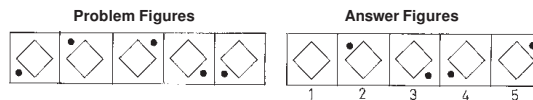
Note that the five figures given first at the left are called Problem Figures. The five figures given next are called Answer Figures. They are indicated by numbers 1, 2, 3, 4 and 5.

The five Problem Figures make a series. That means they change from left to right in a specific order. The question is 'If the figures continue to change in the same order, what should the sixth figure be ? In the example above, as you go from left to right, you find that the line across the Problem Figures is inclining towards left.

The question is, 'if the line continues to incline further, what will be its next, i.e. sixth position ?' The answer would be it would fall further and be lying flat, i.e. it will be horizontal.

Answer Figure 4 has a line lying horizontal. Therefore, the answer is 4.

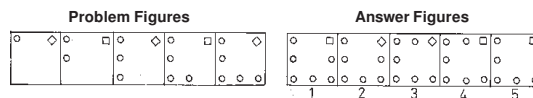
**Q.28.**



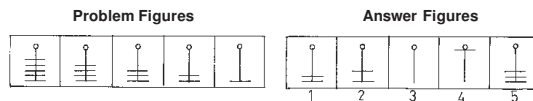
Study the position of the dot in all the Problem Figures. Note that it keeps moving around the square in the clockwise directions. Where would it be next in the sixth position ? It would come back to the upper left corner. Therefore, the answer is 2.

Now solve the following questions.

**Q.29.**



**Q.30.**



**TEST OF MARKETING APTITUDE / COMPUTER KNOWLEDGE**

**Q.31.** If 'A " B' means 'add B to A', 'A ' B' means 'subtract B from A', 'A # B' means 'divide A by B' and 'A V B' means 'multiply A by B; which of the following gives the average sales of two days where S<sub>1</sub> and S<sub>2</sub> are the sales of the first and the second day respectively ?

- (1) (S<sub>1</sub> ' S<sub>2</sub>) # 2                      (2) 2 # (S<sub>1</sub> " S<sub>2</sub>)                      (3) (S<sub>1</sub> " S<sub>2</sub>) # 2  
 (4) (S<sub>1</sub> V S<sub>2</sub>) # (S<sub>1</sub> " S<sub>2</sub>)                      (5) Other than those given as options

**Q.32.** Pick the odd man out.

- (1) Monitor                      (2) Keyboard                      (3) Floppy drive                      (4) Windows                      (5) Hard-disk drive

**Q.33.** The full form of LAN is \_\_\_\_\_

- (1) Local Access Network                      (2) Local Area Network                      (3) Long Area Node  
 (4) Local Area Node                      (5) Other than those given as options

**Q.34.** Marketing concept can be expressed in following way -

- (1) make what sells than selling what you make  
 (2) find wants and fill them                      (3) love the customer and not the product  
 (4) (1) and (2) only                      (5) Other than those given as options

The correct answers to all these questions are as follows –

Questions	Answers	Questions	Answers	Questions	Answers	Questions	Answers	Questions	Answers
1	2	8	5	15	2	22	3	29	1
2	3	9	4	16	3	23	3	30	3
3	5	10	3	17	2	24	3	31	5
4	2	11	5	18	2	25	4	32	4
5	4	12	1	19	4	26	3	33	2
6	3	13	2	20	4	27	4	34	4
7	1	14	5	21	5	28	2		

### III. Details about On-line Test Pattern :

1. A **login screen** will be displayed to the candidate. The candidate has to log in using his/her User ID and Password which will be provided in the examination hall.
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. There are 200 questions and each question is followed by 5 alternatives/options.
7. The total marks for the test are 200.
8. 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.
9. Only one question will be displayed at a time.
10. 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.**
11. 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.**
12. 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.
13. 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.
14. 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.

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

White : Not visited : Question has not been viewed/ attempted

Red : Not Answered : Question has been viewed but not answered

Green : Answered : Question has been answered

Violet : Marked : Question has been marked for review later

**16. Candidates are not permitted to submit their answers before the entire test time i.e 135 minutes are over.**

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

18. 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.

**19. 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.