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1. A person who buys a product is a ____.
- A) Student **B) Customer (Correct)**
C) Seller D) Servicer
2. What is the service given to the customer before, during or after a purchase called?
- A) Customer service** B) Auto Service (Incorrect)
C) Management Service D) None of these
3. What does the growth of a business depend on?
- A) How you talk to cusomers B) How you take feedback from customers
C) How you help customers **D) All of these (Correct)**
4. Pushpa and Kavya have opened a shop for baby clothes in Bangalore and Chennai. Bangalore outlet is gaining more popularity and profit? What might be the reason?
- A) Good customer relationship in Bangalore shop (Correct)** B) Chennai is very hot
C) There are more babies in Bangalore D) No reasons
5. A dissatisfied customer means ____.
- A) Happy customer B) Beautiful customer
C) Unhappy customer (Correct) D) Old customer
6. A customer who buys a product for the first time is a__?.
- A) Bargaining customer B) Vendor
C) New customer (Correct) D) Researching customer
7. Loyal Customers are those who ____.
- A) Keep coming back to the same shop (Correct)** B) Hate the shop
C) Buy a product/a service for the first time D) Ask for more discount
8. FAB means ____?
- A) Features, Advantages, Benefits (Correct)** B) Features, Advices, Benefits
C) Five, Advertisements , Boards D) Festival, Adventure, Behalf
9. Which of these is a bad practice in a workplace?
- A) Open and honest communication B) Opportunity to grow in the company
C) Good work- life balance (Incorrect) **D) No trust between co-workers**
10. Good, professional relationship with co-workers can give the feeling of_____.
- A) Job satisfaction (Correct)** B) Fear
C) Confusion D) Negative energy
11. How can we save resources on our planet?
- A) Use less electricity B) Create less pollution
C) Use less plastic **D) All of these (Correct)**
12. Ganesh greets his co-workers every day. He is trying to maintain ____at work.
- A) his authority **B) good relationships (Correct)**
C) frustration D) power
13. Why is personal grooming important?
- A) It creates a positive first impression. B) It helps you feel confident.
C) It shows self- discipline. **D) All of these (Correct)**
14. What kind of stress can lead to lifelong physical and mental health issues?
- A) Short-term **B) Long-term**
C) Mid-term (Incorrect) D) Good stress
15. Tom feels very tensed and scared. He is unable to concentrate before his exams. He is sweating. What kind of stress is this?
- A) Good (Incorrect) B) Small
C) Bad D) Never
16. Arjun focuses only on his work and does not get involved in workplace politics. He also makes sure he does not work after office-hours. He makes time for his family. What is he doing?
- A) He is working a lot. B) He is not working at all.
C) He is maintaining good work-life balance. (Correct) D) He is enjoying workplace politics.
9. Which of these is a bad practice in a workplace?

17. Something that is not accepted by someone is called ____.

- A) Acceptance
C) Failure
B) **Rejection (Correct)**
D) Success

18. One needs to handle failure and rejection with a ____ attitude.

- A) Negative
C) **Positive**
B) Helpful
D) Rude (Incorrect)

19. Sundar's hotel business was under heavy loss. He had to close business. How can he learn from failure and achieve success?

- A) Think about what happened in a systematic way
C) Don't give-up and try again
B) Stay positive to learn from failure
D) **All of these (Correct)**

20. After industry visit, how can you reflect on your experience?

- A) Share your experience with classmates, teachers and family
C) Review and think about any advice you received during the visit
B) Write a report about what you learned and observed
D) **All of these (Correct)**

21. Chandu is sick and unable to cook food. From which platform can he order food?

- A) Flipkart (product selling app)
C) **Swiggy (food delivery app)**
B) Urban Company (home cleaning & repair services) (Incorrect)
D) Myntra (Shopping app)

22. Job search engines are also called ____.

- A) Shopping platforms
C) Resume Builder
B) **Job portals (Correct)**
D) Play store

23. Which of the following is a specialized app or portal designed to find jobs?

- A) Zomato
C) Amazon
B) Myntra
D) **Naukri (Correct)**

24. What is the full form of NAPS?

- A) National Appraisal Promotion Scheme
C) National Appreciation Pro Scheme
B) **National Apprenticeship Promotion Scheme (Correct)**
D) National Apparent Provident Scheme

25. NAPS is a scheme by the Government of India to provide

apprenticeship training through the ____.

- A) **Employers**
C) Trainers
B) Teachers
D) Professors (Incorrect)

26. Which of the following options is an Employability Skill?

- A) Good Interview Skills
C) Digital Skills
B) Good Communication Skills (Incorrect)
D) **All of these**

27. An employee is someone who _____.

- A) Goes to school to study (Incorrect)
C) **Works for a salary**
B) Does not work
D) Goes to play

28. Which are the two skills needed for good career growth?

- A) Watching TV & Making friends
C) Playing video games & cooking skills (Incorrect)
B) Traveling & Shopping
D) **Technical Skills & Employability Skills**

29. Gopi is always willing to learn and improve in his work. He has a ____?.

- A) Fixed mindset
C) **Growth mindset (Correct)**
B) Certificate
D) Marksheet

30. What are Employability Skills?

- A) Skills used only in sports
C) Skills for good communication
B) **Skills needed to be successfully employed (Correct)**
D) Skills for playing video games

31. When we learn something online, it is called ____.

- A) Classroom learning
C) **E-learning (Correct)**
B) Teaching
D) Digital marketing

32. Which of these is an advantage of learning online?

- A) **Learn anytime & anywhere (Correct)**
C) No need to study
B) Make friends with classmates
D) Have shorter classes

33. Which of these is an e-learning portal?

- A) ASEEM
C) NAPS portal
B) **Bharat Skills Portal (Correct)**
D) Netflix

34. Zeena wants to enroll for an e-learning course. The most important thing she needs is a ____.

- A) Book
B) Pen

C) Mobile phone or Computer (Correct)

D) Library card

C) Novel

D) Newspaper

35. In today's world, _____ have become a basic skill requirement in many jobs.

A) Acting skills

B) Digital skills (Correct)

C) Painting skills

D) Dancing skills

36. _____ jobs help to reduce pollution, preserve the environment and the planet.

A) Software

B) Hardware

C) Green (Correct)

D) Part-time

37. Green Jobs are important because _____.

A) they help protect the environment (Correct)

B) they harm the environment

C) they pay more money

D) they require no skill

38. Geetha has just completed her education. She joined a basic English course to improve her _____ skills.

A) Technical

B) Digital (Incorrect)

C) Communication

D) Problem solving

39. Values and ethics help us build good _____.

A) games (Incorrect)

B) behavior

C) studies

D) rent

40. Values decide the _____ of a person.

A) character

B) laptop

C) home (Incorrect)

D) system

41. It is not good to forward _____ on social media.

A) fake news (Correct)

B) messages

C) greetings

D) songs

42. A person who respects and follows the law of a country is a _____.

A) Businessman

B) Bad Employee

C) Responsible Citizen (Correct)

D) Small Kid

43. Rita found someone's wallet in the office. She gives it to the office manager. This shows that she is _____.

A) open-minded

B) honest & responsible (Correct)

C) kind

D) non - judgemental

44. The Constitution Of India is also called as _____.

A) Bharatiya Academy

B) Bhartiya Samvidhan (Correct)

45. India is a Sovereign country. That means it can make its own _____.

A) Money (Incorrect)

B) State

C) Election

D) Rules and Decisions

46. Indian constitution is a set of _____ of our country.

A) Laws and rules (Correct)

B) Keys

C) Tools

D) Languages

47. Addition of harmful smoke, gases and chemicals to the environment in large quantities is called _____.

A) Air

B) Pollution (Correct)

C) Wind

D) Storm

48. Releasing chemicals, waste, plastics into the water is called _____.

A) Sound pollution (Incorrect)

B) Land pollution

C) Water Pollution

D) Air pollution

49. Scientists are warning us that the rise in earth's temperature causes _____.

A) Deforestation

B) Land sliding

C) Pollution

D) Global warming (Correct)

50. A person with a growth mindset is always willing to _____. | ಬೆಳವಣಿಗೆಯ ಮನಸ್ಥಿತಿ ಹೊಂದಿರುವ ವ್ಯಕ್ತಿಯು ಯಾವಾಗಲೂ _____ ಸಿದ್ಧರಿದ್ದಾರೆ.

A) relax | ವಿಶ್ರಾಂತಿ

B) grow, change, learn | ಬೆಳೆಯಿರಿ, ಬದಲಿಸಿ, ಕಲಿಯಿರಿ (Correct)

C) keep quiet | ಮೌನವಾಗಿರಿ

D) become rich | ಶ್ರೀಮಂತರಾಗುತ್ತಾರೆ

51. Jobs that have become outdated in the past 5 years _____. | ಕಳೆದ 5 ವರ್ಷಗಳಲ್ಲಿ ಹಳತಾದ ಕೆಲಸಗಳು _____

A) STD booth | STD ಬೂತ್ (Correct)

B) ola | ಓಲ

C) uber | ಉಬರ್

D) swiggy | ಸ್ವಿಗ್ಗಿ

52. To be in a job or work is _____. | ಕೆಲಸ ಅಥವಾ ಕೆಲಸದಲ್ಲಿ ಇರುವುದು ಎಂದರೆ _____

A) employ | ಉದ್ಯೋಗಿ (Correct)

B) skill | ಕೌಶಲ್ಯ

C) knowledge | ಜ್ಞಾನ

D) aptitude | ಯೋಗ್ಯತೆ

53. Ethics means _____. | ನೀತಿಶಾಸ್ತ್ರ ಎಂದರೆ _____

A) decide what is right and wrong for a human conduct | ಮಾನವ ನಡವಳಿಗೆಗೆ ಯಾವುದು ಸರಿ ಮತ್ತು ತಪ್ಪು ಎಂದು ನಿರ್ಧರಿಸಿ (Correct)

B) name of a city | ಒಂದು ನಗರದ ಹೆಸರು

C) employability skills | ಉದ್ಯೋಗ ಕೌಶಲ್ಯಗಳು

D) not relevant to society | ಸಮಾಜಕ್ಕೆ ಸಂಬಂಧಿಸಿಲ್ಲ

54. Identify the improper term. | ಅಸಮರ್ಪಕ ಪದವನ್ನು ಗುರುತಿಸಿ.

A) Green pollution | ಹಸಿರು ಮಾಲಿನ್ಯ

B) Water pollution | ಜಲ ಮಾಲಿನ್ಯ (Incorrect)

C) Air pollution | ವಾಯು ಮಾಲಿನ್ಯ

D) Sound pollution | ಧ್ವನಿ ಮಾಲಿನ್ಯ

55. To grow yourself you must _____. | ನೀವೇ ಬೆಳೆಯಲು ನೀವು ಮಾಡಬೇಕು _____

A) know your office | ನಿಮ್ಮ ಕಚೇರಿ ತಿಳಿದಿದೆ

B) know yourself | ನಿನ್ನನ್ನು ನೀನು ತಿಳಿಯಿರಿ

C) know your institute | ನಿಮ್ಮ ಸಂಸ್ಥೆಯನ್ನು ತಿಳಿಯಿರಿ

D) know your country | ನಿಮ್ಮ ದೇಶವನ್ನು ತಿಳಿಯಿರಿ (Incorrect)

56. Time management _____. | ಸಮಯ ನಿರ್ವಹಣೆ _____

A) complete your task on time | ನಿಮ್ಮ ಕೆಲಸವನ್ನು ಸಮಯಕ್ಕೆ ಪೂರ್ಣಗೊಳಿಸಿ (Correct)

B) managing time | ಸಮಯವನ್ನು ನಿರ್ವಹಿಸುವುದು

C) hard skill | ಕಠಿಣ ಕೌಶಲ್ಯ

D) problem solving | ಸಮಸ್ಯೆ ಪರಿಹರಿಸುವ

57. _____ is major changes takes place in manufacturing. | _____ ತಯಾರಿಕೆಯಲ್ಲಿ ಪ್ರಮುಖ ಬದಲಾವಣೆಗಳು ನಡೆಯುತ್ತವೆ.

A) Green revolution | ಹಸಿರು ಕ್ರಾಂತಿ

B) Industry revolution | ಕೈಗಾರಿಕಾ ಕ್ರಾಂತಿ (Correct)

C) Water revolution | ಜಲ ಕ್ರಾಂತಿ

D) Food revolution | ಆಹಾರ ಕ್ರಾಂತಿ

58. A resume should be _____. | ಪುನರಾರಂಭವು _____ ಆಗಿರಬೇಕು

A) short and precise | ಸಣ್ಣ ಮತ್ತು ನಿಖರ

B) fancy and colourful | ಅಲಂಕಾರಿಕ ಮತ್ತು ವರ್ಣಮಯ

C) having long and detailed information | ದೀರ್ಘ ಮತ್ತು ವಿವರವಾದ ಮಾಹಿತಿಯನ್ನು ಹೊಂದಿದೆ

D) having acronyms and abbreviation | ಸಂಕ್ಷಿಪ್ತ ರೂಪಗಳು ಮತ್ತು ಸಂಕ್ಷೇಪಣವನ್ನು ಹೊಂದಿದೆ (Incorrect)

59. When is capital letter used? | ದೊಡ್ಡ ಅಕ್ಷರವನ್ನು ಯಾವಾಗ ಬಳಸಲಾಗುತ್ತದೆ?

A) Beginning of a sentence | ಒಂದು ವಾಕ್ಯದ ಆರಂಭ (Incorrect)

B) Names of persons | ವ್ಯಕ್ತಿಗಳ ಹೆಸರುಗಳು

C) Names of places | ಸ್ಥಳಗಳ ಹೆಸರುಗಳು

D) All the above | ಮೇಲಿನ ಎಲ್ಲಾ

60. When you greet higher official's such as Teacher, Instructor or Supervisor, you should use _____. | ಶಿಕ್ಷಕ, ಬೋಧಕ ಅಥವಾ ಮೇಲ್ವಿಚಾರಕನಂತಹ ಉನ್ನತ ಅಧಿಕಾರಿಗಳನ್ನು ನೀವು ಸ್ವಾಗತಿಸಿದಾಗ, ನೀವು _____ ಅನ್ನು ಬಳಸಬೇಕು

A) Good morning (Correct)

B) Hello

C) Hey

D) Hi

61. The word _____ when _____ denotes _____. | _____ (_____ನಾಗಾಗ) _____ ಎಂಬ ಪದವು _____ ಅನ್ನು ಸೂಚಿಸುತ್ತದೆ

A) place | ಸ್ಥಳ (Incorrect)

B) thing | ವಿಷಯ

C) person | ವ್ಯಕ್ತಿ

D) time | ಸಮಯ

62. Which one is a "Don't" of discussion etiquette? | ಮುಕ್ತ ಮನಸ್ಸಿನವರಾಗಿರಿ?

A) Be open minded | ಮುಕ್ತ ಮನಸ್ಸಿನವರಾಗಿರಿ

B) Use moderate tone | ಮಧ್ಯಮ ಸ್ವರವನ್ನು ಬಳಸಿ

C) Listen to others | ಇತರರ ಮಾತುಗಳನ್ನು ಕೇಳಿ

D) Argue unnecessary | ಅನಗತ್ಯವಾದ (Correct)

63. After receiving interview call, what is the next step? | ಸಂದರ್ಶನ ಕರೆ ಸ್ವೀಕರಿಸಿದ ನಂತರ, ಮುಂದಿನ ಹಂತ ಯಾವುದು?

A) Send application letter | ಅರ್ಜಿ ಪತ್ರ ಕಳುಹಿಸಿ

B) Prepare the resume | ಪುನರಾರಂಭವನ್ನು ತಯಾರಿಸಿ

C) Appear at interview | ಸಂದರ್ಶನದಲ್ಲಿ ಕಾಣಿಸಿಕೊಳ್ಳಿ (Correct)

D) Send resume | ಪುನರಾರಂಭವನ್ನು ಕಳುಹಿಸಿ

64. Which one is an exclamatory sentence? | ಆಶ್ಚರ್ಯಕರ ವಾಕ್ಯ ಯಾವುದು?

A) What a beautiful house it is! (Correct)

B) It is a beautiful house.

C) Is it a beautiful house?

D) Your house is beautiful.

65. Which punctuation mark should be used in the following sentence? Is there any site engineer here. | ಕೆಳಗಿನ ವಾಕ್ಯದಲ್ಲಿ ಯಾವ punctuation mark (ವಿರಾಮಚಿಹ್ನೆಯನ್ನು) ಬಳಸಬೇಕು? Is there any site engineer here

A) ? (question mark)

B) , (comma)

C) . (full stop) (Incorrect)

D) ! (exclamation)

66. Fill in the blank with proper pronoun. "I made this cake _____. | ಸರಿಯಾದ ಸರ್ವನಾಮದೊಂದಿಗೆ ಖಾಲಿ ತುಂಬಿ. "I made this cake _____"

A) myself

B) yourself (Incorrect)

C) himself

D) itself

67. Which of these is a sign of good stress? | ಇವುಗಳಲ್ಲಿ

ಯಾವುದು ಉತ್ತಮ ಒತ್ತಡದ ಸಂಕೇತವಾಗಿದೆ?

A) It prevents you from pursuing your goals | ಇದು ನಿಮ್ಮ ಗುರಿಗಳನ್ನು ಅನುಸರಿಸುವುದನ್ನು ತಡೆಯುತ್ತದೆ

B) It makes you doubt yourself | ಇದು ನಿಮ್ಮನ್ನು ಅನುಮಾನಿಸುತ್ತದೆ

C) Does not lead to long-term tension, loss of sleep | ದೀರ್ಘಾವಧಿಯ ಒತ್ತಡ, ನಿದ್ರೆಯ ನಷ್ಟಕ್ಕೆ ಕಾರಣವಾಗುವುದಿಲ್ಲ

D) Makes you physically ill or causes pain | ನಿಮ್ಮನ್ನು ದೈಹಿಕವಾಗಿ ಅಸ್ವಸ್ಥನನ್ನಾಗಿ ಮಾಡುತ್ತದೆ ಅಥವಾ ನೋವನ್ನು ಉಂಟುಮಾಡುತ್ತದೆ (Incorrect)

68. _____ are the abilities and qualities you have as a person that helps you grow well in life and career. | _____ ಒಬ್ಬ ವ್ಯಕ್ತಿಯಾಗಿ ನೀವು ಹೊಂದಿರುವ ಸಾಮರ್ಥ್ಯಗಳು ಮತ್ತು ಗುಣಗಳು ಜೀವನ ಮತ್ತು ವೃತ್ತಿಜೀವನದಲ್ಲಿ ಉತ್ತಮವಾಗಿ ಬೆಳೆಯಲು ಸಹಾಯ ಮಾಡುತ್ತದೆ.

A) Personal strengths | ವೈಯಕ್ತಿಕ ಸಾಮರ್ಥ್ಯಗಳು (Correct)

B) Personal weaknesses | ವೈಯಕ್ತಿಕ ದೌರ್ಬಲ್ಯಗಳು

C) Opportunities | ಅವಕಾಶಗಳು D) Threats | ಬೆದರಿಕೆಗಳು

69. Which of these should be considered while making decisions? | ನಿರ್ಧಾರಗಳನ್ನು ತೆಗೆದುಕೊಳ್ಳುವಾಗ ಇವುಗಳಲ್ಲಿ ಯಾವುದನ್ನು ಪರಿಗಣಿಸಬೇಕು?

A) Your mood | ನಿಮ್ಮ ಮನಸ್ಥಿತಿ (Incorrect)

B) The choices of your friends | ನಿಮ್ಮ ಸ್ನೇಹಿತರ ಆಯ್ಕೆಗಳು

C) The rules of your community | ನಿಮ್ಮ ಸಮುದಾಯದ ನಿಯಮಗಳು

D) Your personal priorities | ನಿಮ್ಮ ವೈಯಕ್ತಿಕ ಆದ್ಯತೆಗಳು

70. Which of these statements is true? | ಈ ಹೇಳಿಕೆಗಳಲ್ಲಿ ಯಾವುದು ನಿಜ?

A) All jobs are available in all cities | ಎಲ್ಲಾ ಉದ್ಯೋಗಗಳು ಎಲ್ಲಾ ನಗರಗಳಲ್ಲಿ ಲಭ್ಯವಿದೆ

B) Some cities have more opportunities than others for certain job roles | ಕೆಲವು ನಗರಗಳು ಕೆಲವು ಉದ್ಯೋಗದ ಪಾತ್ರಗಳಿಗೆ ಇತರರಿಗಿಂತ ಹೆಚ್ಚಿನ ಅವಕಾಶಗಳನ್ನು ಹೊಂದಿವೆ (Correct)

C) Salary in metro cities is always higher than small towns | ಮೆಟ್ರೋ ನಗರಗಳಲ್ಲಿ ಸಂಬಳ ಯಾವಾಗಲೂ ಸಣ್ಣ ಪಟ್ಟಣಗಳಿಗಿಂತ ಹೆಚ್ಚಾಗಿರುತ್ತದೆ

D) Only a few cities have job opportunities | ಕೆಲವು ನಗರಗಳಲ್ಲಿ ಮಾತ್ರ ಉದ್ಯೋಗಾವಕಾಶಗಳಿವೆ

71. Having a clear idea of our personality including strengths, weaknesses, thoughts, beliefs, motivation, values etc is called _____. | ಸಾಮರ್ಥ್ಯಗಳು, ದೌರ್ಬಲ್ಯಗಳು, ಆಲೋಚನೆಗಳು, ನಂಬಿಕೆಗಳು, ಪ್ರೇರಣೆ, ಮೌಲ್ಯಗಳು ಇತ್ಯಾದಿಗಳನ್ನು ಒಳಗೊಂಡಂತೆ ನಮ್ಮ ವ್ಯಕ್ತಿತ್ವದ ಸ್ಪಷ್ಟ ಕಲ್ಪನೆಯನ್ನು ಹೊಂದಿರುವುದನ್ನು _____ ಎಂದು ಕರೆಯಲಾಗುತ್ತದೆ.

A) belief | ನಂಬಿಕೆ (Incorrect)

B) self awareness | ಸ್ವಯಂ ಅರಿವು

C) myth | ಪುರಾಣ

D) threat | ಬೆದರಿಕೆ

72. Which of the following is true about stress? | ಒತ್ತಡದ ಬಗ್ಗೆ ಈ ಕೆಳಗಿನವುಗಳಲ್ಲಿ ಯಾವುದು ನಿಜ?

A) Stress can be managed | ಒತ್ತಡವನ್ನು ನಿಭಾಯಿಸಬಹುದು

B) Stress cannot be controlled | ಒತ್ತಡವನ್ನು ನಿಯಂತ್ರಿಸಲಾಗುವುದಿಲ್ಲ

C) Stress can not be decreased | ಒತ್ತಡವನ್ನು ಕಡಿಮೆ ಮಾಡಲು ಸಾಧ್ಯವಿಲ್ಲ

D) All of the above | ಮೇಲಿನ ಎಲ್ಲವೂ (Incorrect)

73. Goals are of 2 types _____. | ಗುರಿಗಳು 2 ವಿಧಗಳಾಗಿವೆ

A) good and bad goals | ಒಳ್ಳೆಯ ಮತ್ತು ಕೆಟ್ಟ ಗುರಿಗಳು

B) long-term and short-term goals | ದೀರ್ಘಕಾಲೀನ ಮತ್ತು ಅಲ್ಪಾವಧಿಯ ಗುರಿಗಳು (Correct)

C) rich and poor goals | ಶ್ರೀಮಂತ ಮತ್ತು ಕಳಪೆ ಗುರಿಗಳು

D) fixed-term and non-fixed term goals | ಸ್ಥಿರ-ಅವಧಿಯ ಮತ್ತು ಸ್ಥಿರವಲ್ಲದ ಅವಧಿಯ ಗುರಿಗಳು

74. _____ are the qualities that are considered negative, and need to be worked on. | _____ ಋಣಾತ್ಮಕವೆಂದು ಪರಿಗಣಿಸಲಾದ ಗುಣಗಳು ಮತ್ತು ಕೆಲಸ ಮಾಡಬೇಕಾಗಿದೆ.

A) Personal strengths | ವೈಯಕ್ತಿಕ ಸಾಮರ್ಥ್ಯಗಳು

B) Personal weaknesses | ವೈಯಕ್ತಿಕ ದೌರ್ಬಲ್ಯಗಳು (Correct)

C) Opportunities | ಅವಕಾಶಗಳು D) Threats | ಬೆದರಿಕೆಗಳು

75. What is stress? | ಒತ್ತಡ ಎಂದರೇನು?

A) Feeling of joy | ಸಂತೋಷದ ಭಾವನೆ

B) Feeling of surprise | ಆಶ್ಚರ್ಯದ ಭಾವನೆ (Incorrect)

C) Feeling of delight | ಆನಂದದ ಭಾವನೆ

D) Feeling of frustration / disappointment | ಹಠಾಶೆ / ನಿರಾಶೆಯ ಭಾವನೆ