

**DIPLOMA IN BUSINESS PROCESS  
OUTSOURCING - FINANCE AND  
ACCOUNTING AND CERTIFICATE IN  
COMMUNICATION AND IT SKILLS  
(DBPOFA/CCITSK)**

**Term-End Examination,  
December 2019**

**BPOI-006 : ENGLISH COMMUNICATION  
SKILLS**

*Time : 3 Hours]*

*[Maximum Marks : 65*

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*Note : Attempt all questions. Question No. 1 to 5 carry 10 marks each. Question No. 6 carries 15 marks.*

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1. Read the passage given below and answer the question that follow:

The European colonial powers extensively used captive labour, as slaves in their plantations and large construction projects. Growing public opposition to the hateful practice of slavery, finally led to its abolition by the British in 1834.

The abolition of slavery caused massive shortage of labour forcing the employers to switch to the indentured system which allowed hiring of cheap, reliable and disciplined workforce under a contract where the workers agreed to work for an employer for a particular length of time against mutually agreed wages and other facilities like cost of voyage and accommodation. Though in law it appeared a mutually agreed contract between free people as employees and employers, in reality, the contracts were heavily biased against the workers, who in most cases were illiterate and did not even understand the

terms of such contracts. In most cases, the workers were grossly underpaid, mistreated and kept in literal captivity. The law also provided for severe punishment for the workers for violations. So the workers did not enjoy any freedom and many scholars called the system 'Slavery by other means'.

Workers were sourced from various countries of Africa and Asia but the largest number came from India followed by the French and the Dutch.

The poor working conditions and the gross mistreatment of the indentured workers by their employers gradually raised an alarm in many parts of the world seeking safeguards and improved working conditions. Many places also witnessed protests by the workers themselves causing conditions of unrest. Mahatma Gandhi was also deeply touched by the miserable conditions of Indian indentured workers and sought reforms. Finally the public outcry and the conditions created by the First World War where more able-bodied men were needed in the battlefield forced the British to formally abolish the Indentured system in 1917, which was widely welcomed in India and elsewhere, particularly the Colonies where these workers were long awaiting their liberation.

**Questions:**

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- a)
  - i) When and why was slavery abolished?
  - ii) What was the impact of the abolition of slavery?
  - iii) What do you understand by the term, "Indentured System"?
  - iv) Why was indentured labour called 'Slavery by other means'?
  - v) Find words in the passage which are similar in meaning to the following:
    - 1) Bondage
    - 2) Refusal to obey

(3)

- b) Say whether the following statements are True or False (T/F) 5
- i) In the nineteenth century laws were not in favour of the workers.
  - ii) The indentured workers had to take care of the cost of their journey and housing etc.
  - iii) The worker were well aware of their rights and privileges.
  - iv) Indians were the greatest Victims of indentured labour.
  - v) The First World War, in a way, proved to be a blessing for the indentured workers.
2. As a manager of a Nationalized Bank write a letter to a client who has not paid interest on the loan for the last three years. 10
3. As an HR Manager in an MNC, write a memo to all concerned officials emphasising the desirability of punctuality, discipline and team work for the proper functioning of the organization. 10
4. In response to an advertisement in a National newspaper, for the post of a company secretary in a reputed Business House, write an application for the post advertised. Also attach your C.V. 10
5. As a section officer in a Government organization you have been asked to investigate the reasons for the frequent absence of employees for medical purposes. Having interviewed a number of persons and taking into account the stress of over work, lack of proper hygiene in the canteen and badly designed furniture and flooring, write a report including some practical suggestions for improvement. 10

(4)

6. a) Fill in the blanks choosing suitable words from the brackets. 5
- i) When I was young I \_\_\_\_\_ (Use, Used) to play hockey.
  - ii) One of my sisters \_\_\_\_\_ (are, is) a doctor.
  - iii) Either you or your friend \_\_\_\_\_ (has, have) borrowed the books.
  - iv) Neither of us \_\_\_\_\_ (like, likes) Chocolates.
  - v) If you were intelligent, you \_\_\_\_\_ (will have, would have) accepted the job.
- b) Rewrite the following sentences in the passive voice. 5
- i) They haven't completed their work yet.
  - ii) A speeding bus hit a boy who was walking on the road.
  - iii) A mad dog is chasing a monkey.
  - iv) They will distribute sweets in the school tomorrow.
  - v) A small child can't handle such a big toy.
- c) Rewrite the following sentences correctly. 5
- i) I am going for Yoga class everyday.
  - ii) When you will return home?
  - iii) It has become cold because it is raining for the past one week.
  - iv) My uncle has lived in London since four years.
  - v) Your brother is a doctor, isn't it?

