

**DIPLOMA IN MODERN OFFICE
PRACTICE (DMOP)**

Term-End Examination

December, 2020

BSSI-011 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 100

Note : *Answer all questions. All questions carry equal marks.*

1. Read the following passage and answer the questions below it :

A recent television special said it all : It showed a building in downtown Tokyo with preprogrammed office lights that uniformly shut off at 10 p.m.; seconds later, virtually every light in the building came right back on.

Despite such displays, the nation that has taken the sting out of the word 'workaholic', producing 10 percent of the world's exports with just 2 percent of its population, is suddenly obsessed with a deadly phenomenon known as karoshi. That's the Japanese word for 'death from overwork.' Tetsunojo Uehata, the medical authority who coined the word, defines karoshi as a 'condition in which psychologically unsound work processes are allowed to continue in a way that disrupts the worker's normal work and life rhythms, leading to a buildup of fatigue in the body and a chronic condition of overwork accompanied by a worsening of pre-existent high blood pressure and a hardening of the arteries and finally resulting in a fatal breakdown.' Translation : All work and no play can really wreck one's health, even in Japan.

Hardly a week goes by without a grim report about some overzealous worker in the prime of

his life who could not just say no to overtime. Not long ago, a 39-year-old police sergeant, Haruo Okada, captured headlines as a karoshi victim by working double shifts for a month during the enthronement ceremonies for the nation's new monarch. There are no reliable figures on the number of victims, but analysts believe that tens of thousands of Japanese become seriously ill or die from overwork each year. Despite promises by the government to trim working hours, the average Japanese clocked 2,150 hours in 1989, compared with 1,924 hours for Americans and 1,634 hours for the French.

Some Japanese want change. When a group of lawyers and doctors set up the nation's first karoshi hot line in 1988, 135 people phoned in on the first day. Since then, nearly 2,000 cases have been reported to the 42 hotlines across the nation, and an international call-in centre has been set up recently.

To raise public awareness about the problem and to pressure the government and corporate Japan into action, a group of lawyers, doctors and victims wives has published a book called *karoshi* : When the ‘Corporate Warrior Dies,’ which recounts numerous horror stories. Yet the government and most Japanese companies rarely acknowledge *karoshi* and provide no special compensation to survivors. As the Ministry of Labour defines it, overwork can only be considered a cause of death if a victim ‘worked continuously for 24 hours preceding death’ or ‘worked 16 hours a day for several consecutive days leading up to death.’

Alas, the recent media attention probably won’t slow down the production lines much. In a poll conducted by an insurance company more than 40 percent of the employees the firm covered said they feared that overwork might kill them; few planned to do anything about it. All in all,

it looks like another busy year for the folks at karoshi hot line.

(a) Answer the following questions :

- (i) Read the sentence 'A recent television special said it all : It showed a building in downtown Tokyo with preprogrammed office lights that informly shut off at 10 p.m.; seconds later, virtually every light in the building came right back on.'

What do you infer about the character of the Japanese people from this sentence ? 2

- (ii) Who coined the word 'karoshi' and what does it mean ? 2

- (iii) Why do you think this problem has reached alarming proportions in Japan ? Discuss. 3

- (iv) Describe the attitude of the corporates and government to the problem. 2
- (v) Give a suitable title to the passage. 1
- (b) Use the following words from the passage in sentences of your own : 10
- (i) Virtually
 - (ii) Workaholic
 - (iii) Obsessed
 - (iv) Disrupts
 - (v) Fatigue
 - (vi) Reliable
 - (vii) Horror
 - (viii) Acknowledge
 - (ix) Preceding
 - (x) Consecutive

2. Write short notes on any *two* of the following :

10 + 10

- (i) Body language—its importance in communication

candle business in New York city. For the first one hundred years, the company (do) all its business in the United States. However, in the early 1900s the company (begin) an aggressive expansion programme that (lead) to the establishment of Colgate operations in countries throughout Europe, Latin America and the Far East. Later it set up operations all over the world. Since 1980, the company (increase) its share in the market by over 40%.

- (c) Fill in the blanks with appropriate modals : 5

may, would, can should, could

- (i) Not everyone stay in water for six hours.
- (ii) The doctor says I do more exercise.

(iii) He said that he lend me
some money.

(iv) you do me a favour, please ?

(v) It is raining, he come late.

(d) Fill in the blanks using the appropriate
prepositions : 5

(i) The bus driver was responsible
..... the accident.

(ii) This watch is similar your
watch.

(iii) I am new this city.

(iv) You must not depend his
promises.

(v) My brother is good English.

4. (a) Write a telephone conversation on the
basis of cues given below : 10

The first one is done for you.

A : Ask to speak to Mr. Raman (May I
speak to) ?

B : He in meeting.

A : Ask when he'll be free.

B : You don't know. Offer to find out.

A : Say you'll wait.

B : He won't be free till after 6 p.m.

A : You want to call him first thing in the morning.

B : Find out caller's name and number.

A : Give your name and number.

B : Note down the information and say you'll inform Mr. Raman.

A : Say thanks and goodbye.

- (b) Model School of Delhi is setting up a new computer lab. You are the Secretary to the Principal of the school. Write a letter to the sales manager of keen and able computers ordering computers and printers for the lab.

5. Imagine that your General Manager has asked you to find out the precautions and preparations needed to arrange for the disaster management provisions (especially pertaining to fire) in your company. Draft a report of about **300** words to your General Manager. 20