

MCA (Revised) / BCA (Revised)

Term-End Examination

10455

June, 2018

MCS-015 : COMMUNICATION SKILLS

Time : 2 hours

Maximum Marks : 50

Note : *Answer all questions. There are five questions.*

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

If your desk is piled high with letters, faxes, memos, print-outs, you might believe all this paperwork is a sign of how busy you are. But according to Declan Treacy, cluttered desks lead to lost information, distraction, missed opportunities, high stress and not a little procrastination. He founded and runs the 'Clear Your Desk Day' Organization. His arguments for uncluttered desks are strong. We pile hundreds of pieces of paper on the desks with 45 minutes a day wasted on frustrating searches for lost paperwork on and around the desk. It is unfortunate that the cluttered desk is the

accepted norm in most organizations, he says. Paper has become the foundation on which our organizations are built. While a large proportion of this paperwork is important, most organizations, both public and private, are suffocating under mountains of unwanted paper. Each piece of paper on the desk distracts us up to five times a day. We habitually handle paperwork several times before deciding what to do with it. So what should they do if they have paper mountains on their desk ? Dump it in the bin ? Well yes, says Treacy. Or rather he suggests following four simple rules and dumping the stuff is number four. Rule number three is file it. Number two suggests passing it to someone else. Number one is the rule no one will like : act on it.

What you should not do is add to the pile of paper that's already there ? Eighty percent of all paperwork is eventually discarded, but it causes an awful lot of trouble before that happens. Unfortunately most of the executives believe the myth that an empty desk is the sign of an unproductive mind. How wrong can you be ? Companies cannot afford to let people work from cluttered desks. Hours of valuable time are wasted in searching for vital pieces of paper and in being distracted by the constant stream of faxes, memos and reports which land in our in-trays when we should be devoting time to more important work.

- (a) Suggest a suitable title for the passage. 2
- (b) According to the writer, what are the ill effects of having a cluttered desk? 2
- (c) Find words in the passage which mean 2
- (i) to take away attention
- (ii) throw away
- (d) What are the arguments given in favour of an uncluttered desk? 2
- (e) Enumerate the four rules for keeping one's desk clean. 2

2. Fill in the blanks choosing the most suitable phrasal verbs from those given below. (Make changes in verb form if necessary) $5 \times 1 = 5$

look into, look up, shut up, run across, fall behind, drop in

- (a) They _____ to him as their leader.
- (b) Don't _____ with your rent or you'll be evicted.
- (c) Yesterday I _____ my childhood friend.
- (d) The judge promised to _____ the matter.
- (e) It is rude to ask people to _____ .

3. Write the text of a group discussion among three participants on the issue whether political activities should be encouraged in educational institutions. 10
4. In response to an advertisement in 'The Times of India' write a job application along with your curriculum vitae, for the job of an Accounts Officer in a leading multinational company. 5+10
5. Imagine you are working as a Personnel Manager in the Human Resource Department of IT Solutions. A system of flexible working hours has been proposed. Write a memo to the staff 10
- Informing them about the proposed flexi-timings.
 - Stating clearly that only Wednesdays and Thursdays would be the flexi-days in the initial stage.
 - Telling them that there would be a core time between 1 pm and 3 pm when all members of the staff are supposed to be in the office.
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