

**BACHELOR'S DEGREE IN LIBRARY AND  
INFORMATION SCIENCE (REVISED)**

**Term-End Examination**

**June, 2015**

02488

**BLI-225 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Marks : 70*

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**Note :** *Answer all questions.*

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1. Read the following passage and answer the questions that follow :

Today fully 70 percent of families with children are headed by two working parents or by an unmarried working parent. The "traditional family" of the breadwinner and homemaker has been replaced by the "juggler family", in which no one is home full-time. Two-parent families are working 10 more hours a week than in 1979.

To be decent parents, caregivers, and members of their communities, workers now need greater flexibility than they once did. Yet

good part-time or flexi-time jobs remain rare. Whereas companies have embraced flexibility in virtually every other aspect of their businesses (inventory control, production schedules, financing), full-time workers' schedules remain largely inflexible. Employers often demand workers be available round the clock. Moreover, many employees have no right to a minimum number of sick or vacation days; almost two-thirds of all workers — and an even larger percentage of low-income parents — lack the ability to take a day off to care for a family member. The Family and Medical Leave Act (FMLA) of 1993 finally guaranteed that workers at large companies could take a leave of absence for the birth or adoption of a baby, or for the illness of a family member. Yet that guaranteed leave is unpaid.

Many businesses are finding ways to give their most valued employees flexibility but, all too often, workers who need flexibility find themselves shunted into part-time, temporary, on-call or contract jobs with reduced wages and career opportunities — and often, no benefits. A full quarter of American workers are in these

jobs. Only 15 percent of women and 12 percent of men in such jobs receive health insurance from their employers. A number of European countries provide workers the right to a part-time schedule and all have enacted legislation to implement a European Union directive to prohibit discrimination against part-time workers.

In America, employers are required to accommodate the needs of employees with disabilities — even if that means providing a part-time or flexible schedule. Employers may also provide religious accommodations for employees by offering a part-time or flexible schedule. At the same time, employers have no obligation to allow parents or employees caring for sick relatives to work part-time or on flexible schedules, even if the cost to the employer would be inconsequential.

- (a) (i) What does the writer mean by a “juggler” family ?
- (ii) Why is it necessary to give greater flexibility in work timings ?

(iii) What is the actual situation in companies regarding flexible working hours ?

(iv) Why do workers in America often, not opt for flexi working hours ?

(v) Give a title to the passage.  $5 \times 2 = 10$

(b) Make sentences with the following words from the passage : 5

(i) caregivers

(ii) flexibility

(iii) valued

(iv) shunted

(v) benefits

(c) Give the antonyms of the following words from the passage : 5

(i) rare

(ii) minimum

(iii) temporary

(iv) reduced

(v) to allow

2. Write short notes on any *two* of the following : 5+5

(a) "To be a good communicator it is important to be a good listener." Comment.

(b) Difference between 'The Relater', 'The Socialiser', 'The Thinker' and 'The Director'

(c) Portfolio : its importance

(d) Importance of Body language in communication

3. You have been asked to make a presentation on the improvements that can be made to increase the membership of your library. You may want to write about accessibility and warmth of the staff, increase in the number of books, digitisation of the library, etc. Write in about 200 words.

15

4. What are the advantages and limitations of using a questionnaire for data collection ? (You may wish to begin by explaining what the questionnaire method is, look at various types of questionnaires and then address the question.)

10

5. (a) Complete these sentences with the correct forms of the verbs in the brackets.

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(i) Rahat and Neha \_\_\_\_\_ planning a trip to Srinagar. (is/are)

- (ii) The famous actor and singer \_\_\_\_\_ dead. (is/are)
- (iii) Each of the children \_\_\_\_\_ punished. (was/were)
- (iv) Many students \_\_\_\_\_ late to college. (come/comes)
- (v) Some of you \_\_\_\_\_ realise the consequences of what you do. (don't/doesn't)

(b) Write the polite ways of making requests in the following situations. You may use modals (can, could, would, may, etc.) as far as possible. One is done for you.

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- (i) You want to borrow someone's bicycle.  
Answer : Could I please borrow your bicycle ?
- (ii) You want your friend to wake you up at 6 o'clock in the morning.
- (iii) You want your teacher to help you with your assignment.
- (iv) You are rather late in returning a book due to ill-health. You want the librarian to waive-off the fine.
- (v) You want to help your teacher by carrying her heavy books.
- (vi) You request the library staff to find a book that you require.

(c) Change the following passive sentences into active :

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- (i) The class representative will be elected by the students next week.
  - (ii) New information about the universe is constantly being discovered by scientists.
  - (iii) Were you taught to read by your father ?
  - (iv) The Taj Mahal has been visited by millions of tourists from all over the world.
  - (v) Coffee was first cultivated by the Arabs.
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