

**BACHELOR OF COMPUTER
APPLICATIONS (BCA) (Revised)**

Term-End Examination

December, 2019

BCS-055 : BUSINESS COMMUNICATION

Time : 2 Hours

Maximum Marks : 50

Note : Answer all questions.

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

TOKYO—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 Ushata, 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* hotline.

1. (a) (i) Why did "..... virtually every light in the building came right back on ?"
What does this tell you of the Japanese people ?

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- (ii) Write in your words what the word "karoshi" means. Do you have such a word in your own language ? 2
- (iii) Why does the Japanese Government need to "trim" the working hours of its employees ? 2
- (iv) The government and most Japanese companies rarely acknowledged 'karoshi'. Why ? 2
- (v) Give a suitable title to the passage. 2
- (b) State whether the following statements are true or false : 5
- (i) Most Japanese people compulsively work very hard.
- (ii) Most Japanese have deep-rooted psychological problems.
- (iii) The government of Japan is concerned but helpless about the situation.

(iv) The lights in the office building are shut off by the workers.

(v) About 40% Japanese know that they will die from overwork.

(c) Make sentences with each of the following words. The sentences must not be copied from the passage : 5

(i) Shut off

(ii) Workaholic

(iii) Disrupts

(iv) Victim

(v) Compensation

2. At the place where you work, too many people are taking leave without permission, and not even applying for it later. You are the office manager. Write a memo to the employees saying what you expect of them. 10

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

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(i) Business Event Planning

(ii) Features of a proposal

(iii) Writing a CV

(iv) Group Discussion

4. Rewrite the following sentences using the passive form :

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(i) People won't obey the rules unless you enforce them.

(ii) Someone should have told us.

(iii) They are going to pierce our ears this afternoon.

(iv) They presented the winners with gold medals.

(v) I am sure someone was following me.

5. Fill in the blanks with the appropriate form of the verbs given in brackets :

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(i) My parents (give) me a teddy bear for my third birthday.

- (ii) If you ask her nicely, she (give) it back to you.
- (iii) Havn't you finished the book yet ? You (read) it for ages.
- (iv) I (read) three of his novels already.
- (v) You won't see me tomorrow, I (leave) very early tomorrow.