Pokhara University

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| Level: Bachelor | Semester: Fall | Year : 2018 |
| Programme: BCA | | Full Marks: 100 |
| Course: English | | Pass Marks: 45 |
| Time: 3hrs. |

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| *Candidates are required to give their answers in their own words as far as practicable.* |
| *The figures in the margin indicate full marks.* |
| Attempt all the questions. |

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|  | 1. Read the following passage and answer the following questions.   Human Resources Management in every firm is the toughest duty of a manager as humans are contradicts with their attitudes, aspirations, assumptions, and psychology. In the present antagonistic world, the staff in managerial level require ample of strategic and conceptual skills. HR managers must have specific competence to preclude developments in technology and make their subordinate staff suitable for the changes in technology that likely to take place. This task can be successful only when the Human Resources Management is fully capable to deal with them. HR managers are protector and counsellor of the employees and directly authoritative for potency of the firm. HR managers are expected to contribute harmony in the work place. Empowerment of employees in an organization enables to make decisions by their own and strive in the managerial decision making as well.  The process of empowerment of employees include requisite training relevant to their job, sharing of common goals and vision with the management, real commitment to achieve the goals, sharing of profits and benefits between the employees and management, and management’s trust on the employees at lower level. Reshaping of Human Resources changes the entire performance of a firm. HR need to focus on acquisition of skills on international qualities of economic, political, and social development.  In this modern world, every organization carries out the business in various countries. Such multinational companies adopt different strategies to contest in the global market through the people. In this diversity of human resources management, business firms adopt the practices and policies according to the environment and culture. The ecological and ethical challenges, political and economic instabilities, and globalization are other issues which also faced by today business firms.  The 21st century depends on the human resources to face the challenges of industrialization and globalization of business. Despite of having the capital and technology by the firms, the upcoming challenges could be met out through the Human Resources only by the way of motivation and encouragement.  **Questions:**   1. Describe the importance of Human Resource Management in a sentence? 2. Describe the role of HR manager? 3. What do you mean by "empowerment of employees"? 4. What are the challenges which are faced by business firms in the today's global economy? 5. What is the main theme of the given text? | 15 |
|  | 1. Replace the phrases in italics with the expressions below and rewrite them. 2. The show closed because it was running *without making a profit.*   **at a loss**   1. The misunderstanding arose because we were talking *about different things but didn't realize it.*   **at cross purposes**   1. She was working much too hard *causing harm to* her health.   **at the expense of**   1. When abroad, it's advisable to carry your passport *constantly.*   **at all times**   1. The winners are selected *without any plan* by a computer.   **at random**   1. It was a wonderful show - *anyway* I enjoyed it.   **at any rate**   1. I could tell *by taking one quick look* that there had been a mistake.   **at a glance**  at random at a loss at a glance at any rate  at cross purposes at all times at the expense of   1. Correct the spelling mistakes in the following words 8   advertisment, arguement, comittee, only seven, skillfull, foriegner, independant, replaceing  Answers: **advertisement, argument, committee, only seven, skillful, foreigner, independent, replacing** | 7 |
|  | 1. Imagine you’re writing in a student magazine or local newspaper. Write a review of the show or films, explaining why you recommend/don’t recommend it your readers. 2. Use the words in your own sentences so as to show the difference in meaning.   **anniversary**  **the day on which an important event happened in a previous year:**  *It was their 25th wedding anniversary last week.*    **birthday**  **the day that is exactly a year or number of years after a person was born:**  *It's her 21st birthday.*  **desert**  **an area, often covered with sand or**  **rocks, where there is very little rain and not many plants:**  *They were lost****in****the desert for nine days.*  **Dessert**  **sweet food eaten at the end of a meal:**  *If you make the main course, I'll make a dessert.*  cook  **When you cook food, you prepare it to be eaten by heating it in a particular way, such as baking or boiling, and when food cooks, it is heated until it is ready to eat:**  *I don't cook meat very often.*  **someone who prepares and cooks food:**  She's a wonderful cook.  cooker  **a large box-shaped device that is used to cook and heat food, either by putting the food inside or by putting it on the top:**   * *We bought a new cooker.*     noise  **a sound or sounds, especially**  **when it is unwanted, unpleasant, or loud:**  *I heard a loud noise and ran to the window.*  stationery  **the things needed for writing, such as paper, pens, pencils, and envelopes**:  *The department has urged learners to use books and stationery from last year until new materials are delivered.*  cancel  **to decide that an organized event will not happen, or to stop an order for goods or services that you no longer want:**  *The 7.10 bus to Ilam has been cancelled.*  postpone  **to delay an event and plan  or decide that it should happen at a later date or time:**  *They decided to postpone their holiday****until****next year.*  Collaborate  **to work with someone else for a special purpose:**  *Two writers collaborated****on****the script for the film.*  co-operate  **to act or work together for a particular purpose, or to be helpful by doing what someone asks you to do:**  *The Spanish authorities cooperated****with****the British police****in****find****ing****the terrorists.*  compliment  a remark that expresses approval, admiration, or respect  I take it as a compliment when people say I look like my mother.  complement  **to make something else seem better or more attractive when combining with it:**  *The music complements her voice perfectly.* | 8  7 |
|  | 1. Write down the meaning of abbreviations in the given sentence. 2. May I introduce kay, who is Ms Brown’s PA.   **(Personal Assistant)**   1. Salary upto 15k p.a.   **£15,000 per annum.**   1. If you are filling in a form, put N/A if the question doesn’t apply to you.   **not applicable**   1. enl. CV & photo.   **enclosed curriculum vitae and vitae and photograph**   1. Ask them to reply asap.   **as soon as possible**   1. My tel no. is 518362, ext. 414.   **telephone number extension**   1. I heard my name called out on the PA. system.   **Public Address**   1. Explain how the position of older people in your Country can be improved. What should the state and local communities do? What should younger people, relatives & children do? | 7  8 |
|  | 1. Describe the major types of gestures with appropriate examples.   Gestures, the movement of arms and hands, are different from other body language in that they tend to have a far greater association with speech and language. Whilst the rest of the body indicates more general emotional state, gestures can have specific linguistic content.  Gestures have three phases: *preparation, stroke*and *retraction*. The real message is in the stroke, whilst the preparation and retraction elements consist of moving the arms to and from the rest position, to and from the start and end of the stroke. Emblems Emblems are specific gestures with specific meaning that are consciously used and consciously understood. They are used as substitutes for words and are close to sign language than everyday body language.  For example, holding up the hand with all fingers closed in except the index and second finger, which are spread apart, can mean 'V for victory' or 'peace' (if the palm is away from the body) or a rather rude dismissal if the palm is towards the body. Iconic gestures Iconic gestures or*illustrators*are closely related to speech, illustrating what is being said, painting with the hands, for example when a person illustrates a physical item by using the hands to show how big or small it is. Iconic gestures are different from other gestures in that they are used to show physical, concrete items.  Iconic gestures are useful as they add detail to the mental image that the person is trying convey. They also show the first person or second person [viewpoint](http://changingminds.org/disciplines/communication/models/viewpoint.htm) that the person is taking.  The timing of iconic gestures in synchronization with speech can show you whether they are unconscious or are being deliberately added for conscious effect. In an unconscious usage, the preparation for the gesture will start *before*the words are said, whilst in conscious usage there is a small lag between words and gesture (which can make the speaker appear manipulative). Metaphoric gestures When using metaphoric gestures, a concept is being explained. Gestures are in three-dimensional space and are used to shape and idea being explained, either with specific shapes such as finger pinches and physical shaping, or more general waving of hands that symbolizes the complexity of what is being explained. Regulators Regulators are used to control turn-taking in conversation, for example in the way that as a person completes what they are saying, they may drop their arms, whilst a person wanting to speak may raise an arm as if to grasp the way forward. Affect displays Gestures can also be used to display emotion, from tightening of a fist to the many forms of self-touching and holding the self. Covering or rubbing eyes, ears or mouth can say 'I do not want to see/hear/say this'. Holding hands or the whole body can indicate anxiety as the person literally holds themself. Self-preening can show a desire to be liked and can indicate desire of another. Beat gestures Beat gestures are just that, rhythmic beating of a finger, hand or arm. They can be as short as a single beat or as long as needed to make a particular point.  Beating and repetition plays to primitive feelings of basic patterning, and can vary in sense according to the context. A beat is a staccato strike that creates [emphasis](http://changingminds.org/techniques/language/modifying_meaning/emphasis.htm) and grabs attention. A short and single beat can mark an important point in a conversation, whilst repeated beats can hammer home a critical concept.   1. Write a description on “price hike” in the context of Nepal. 8   **Write a description of wildlife conservation**  Nowadays everybody is talking about wildlife conservation. Many animal’s existence are in danger and must be saved. This is the plea of conservationists when they say that a particular animal belongs to an endangered species. If you ask them, they will draw your attention to those dangers that threaten the wildlife of the world. Let us look at each of them.  An animal may be said to be endangered when people begin to kill it indiscriminately. Elephants are killed for ivory, alligators are killed for their skin and several kinds of birds are killed for their feathers. If such killings are not checked, these animals may become extinct.  There is an even more serious threat to animals. When people cut down the trees of the forests, the animals lose their houses. Trees are cut down for fuel or timber and gradually the forest area diminishes. Sometimes people are following orders when they destroy large areas covered with trees and under-growth, as when thousands of acres of forests are cleared to make way for a reservoir or a dam. This leads to the death of many animals of the area.  You may reason, "What does it matter if a few animals get killed? We can do without many of them. The world will be safe without poisonous snakes and man eating tigers"? But if one animal species is removed from the earth; it would be like removing a link from a chain. Wildlife is as important as a vital part of the ecosystem. Nature maintains a delicate balance among the plants and animals of the world. If we go on killing species continuously, we will be removing thread after thread from the complementary of life. Finally, nothing will be left of life on earth. Write a description of animal conservation Many animal and plant species have become extinct and many more are in critical danger. Finding ways to protect the earth's wildlife and conserve the natural world they inhabit is now more important than ever.  Extinction is a natural process. Many species ceased to exist before humans evolved. However, in the last 400 years, the number of animals and plants becoming extinct has reached crisis point. Human population levels have risen dramatically in the same time period and man's predatory instincts combined with his ruthless consumption of natural resources are directly responsible for the situation.  The dodo is a classic example of how human behavior can cause irreparable damage to the earth's biological diversity. The flightless dodo was native to the Island of Mauritius in the Indian Ocean. It lived off fruit fallen from the island's trees and lived unthreatened until humans arrived in 1505. The docile bird became a source of food for sailors and lacked the ability to protect itself from animals introduced to the island by humans such as pigs, monkeys and rats. The population of dodos rapidly decreased and the last one was killed in 1681.  In 2002, many animals remain threatened with extinction as a result of human activity. The World Wildlife Fund works tirelessly to raise awareness of the predicament facing these animals and find ways to protect them. By focusing on a number of high profile, 'charismatic icons' such as the rhino, panda, whale and tiger, the WWF aims to communicate 'critically important environmental issues'. The organization's ultimate goal is to 'stop the degradation of the planet's natural environment and to build a future in which humans live in harmony with nature'.  The rhino horn is a highly prized item for practitioners of Asian medicine. This has led to the animal being relentlessly hunted in its natural habitat. Once widespread in Africa and Eurasia, most rhinos now live in protected natural parks and reserves. Their numbers have rapidly decreased in the last 50 years, over half the remaining rhinos disappeared in the 1970s, and the animals remain under constant threat from poachers.  The WWF is actively involved in many areas of the world fighting to protect the natural habitats of endangered animals from further damage and curb the activities of poachers. They also work to influence governments and policy makers to introduce laws aimed at reducing the threat of pollution and deforestation. Our own individual efforts at home and in the workplace can also make a difference. By reducing waste and pollution, saving water, wood and energy, and reusing and recycling whenever possible, we can reduce the possibility of even more animals being lost, never to return  **Write a description of Price hike**  Rising market price affects the luxury of an individual. Rising market price affects the development of a country or slows the pace of development in a country. Rising market price also hampers the health of consumers. Poor people cannot afford nutritious foods due to increased market price therefore, they have to eat unhealthy as well as well as stale food, which hampers health and further average life span of individual also decline. Fees of tuition and educational institutes are also increased due to which poor people do not get a chance to study and further affects the literacy rate of the country. The average life span and literacy rate are the major components for measuring HDI hence; the increasing market price even affects the Human Development Index of a country.  In present time, the price of everything is increasing day by day. The main reasons of increasing price are natural calamities, corruption, etc. The businessmen for their own profit try to sell the goods at a high price. If the value of USD decrease in the international market, the price of jewelries also increase, the fare of transportation is also increasing due to increase in price of petroleum products High consumption of petroleum products but limited quantity of petroleum products is the main reason in rising in the market price of petroleum products. Increasing market price is the important current affairs in the world. Many political parties are forming agenda for the declination in the market price. It is the present affairs not only in the under development and developing countries but also in developed countries too.  Increasing market price has a few advantages too. For example, if the price of rum, whisky or any sort of other alcoholic beverage increases then the number of its consumers decreases similarly, price of cigarettes, brown sugar, heroine, etc will increase then its consumers will gradually decrease due to which it saves money being spent on harmful things as well as the government has to spend less money in the health sector.  There may be few advantages of the rising market price but rather than its advantages, there are more disadvantages of it. Increasing market price is not only the problem of a single person but of the whole nation and the world too. So, everybody should focus on decreasing market price of everything. For this, conventional energy sources should be more. People should change their living standard and follow? Simple living high thinking? as well as corruption should also be controlled. Market price should be decreased for the welfare of all citizens, nation and the whole world too.  **Write a description of Global Warming**  Global Warming, the biggest environmental problem in today’s time, it has focused on all people’s minds as this issue is increasing day by day and has proved a big disaster for us in future. Thus, the need for full attention from each and every sector of world. Situation of Global Warming occurs when the temperature’s of earth’s average surface exceeds beyond limit due to increased quantity of greenhouse gases like Carbon Dioxide, Methane, Nitrous Oxide and Sulphur Dioxide in atmosphere which traps and absorbs the heat coming from sun and reflects towards earth. This heating temperature directly affects the human beings living on earth in terms of increased temperature in summer season. Major cause for Global Warming can be measured as deforestation because trees are the absorber of Carbon Dioxide and producer of Oxygen thus fewer trees means less production of Oxygen which is not enough to absorb CO2.  Increased population also results in Global Warming as more people more consumption of natural resources which are limited on earth like coal, minerals, lubricants and electricity. People are using these resources without keeping in mind that we have limited resources on earth and cannot get back in future, once it is finished. Apart from that, technical advancement may also lead the situation of Global Warming as increased industrialization may cause the emission of many green house gases like CO2, SO2, etc in environment.  A cycle for Global Warming can be explained in following way like our earth contains water, forest and land over it with some kind of gases too that are present in the atmosphere. Some of the gases are CO2, SO2, N2O, CH4 and many more. These are called green house gas. These gases are increasing rapidly in atmosphere due to deforestation, fossil fuels burning and increased industrialization. Green house gases are absorbers of heat coming from sun thus due to increment in such gases causes the increased temperature of earth’s average surface which results in global Warming.  Due to Global Warming, the sea level is also becoming higher and hotter thus causing more water vapor to be formed in the atmosphere. This water vapor also causes more heating by absorbing heat. And due to higher levels of the sea, possibility of floods may occur and lead to the situation of flood in low layer coastal areas.  Various other harmful impacts of Global Warming occur on human being in terms of food starvation, climate change, impure water, all around heat in atmosphere, decreased oxygen level and sometime situation of drought in various places.  Solution cannot be achieved by a small group of people but requires the whole world to be united in order to defeat this universal environmental problem. Some of the ways are given here which can reduce the possibility of Global Warming like plantation of trees, proper and limited use of natural resources of water, coal, electricity and habit of using the renewable energy which are solar, wind and hydro electrical.  **Write a description of Noise Pollution**  There are various types of pollution in the environment, soil pollution is one of them and has become more dangerous to the health. It has become so dangerous that it can be compared to the other most dangerous problems like cancer, etc in which slow death is sure. Noise pollution is dangerous gift of modern living style and increasing level of industrialization and urbanization. If regular and effective actions are not taken to control, it can be very serious for the future generations. Noise pollution is the pollution caused by noise due to the increased level of unwanted sound in the environment. It is a big potential hazard to health and causes huge levels of communication problems.  High levels of noise bring irritation in the behavior of many people especially diseased, old people and pregnant women. Unwanted sound causes deafness and other chronic disorders to the ear like damage to the ear drum, ear pain, etc. Sometimes high sound music pleases the listeners however irritates other people. Any undesired sound in the environment is injurious to health. Some of the sources participating highly in the noise pollution are industries, factories, transportation, traffic, aeroplane engines, train sounds, home appliances, construction, etc.  The noise level of 60 db is considered as the normal noise however, noise level of 80 db or above become physically painful and harmful to the health. Cities having high noise quantum are Delhi (80 db), Kolkata (87 db), Bombay (85 db), Chennai (89 db), etc. Limiting the amount of noise to a safe level has become very necessary for the life on the earth as undesired noise affects the health of human beings, plants and animals too. It is possible through general awareness among public about the noise pollution, its main sources, it’s dangerous effects, as well as all the possible preventive measures to stay prevented from the noise pollution.  **Write a description of Globalisation**  Globalization is a process of worldwide spread of science, technologies, businesses, etc through the means of transportation, communication, and trade. Globalization has affected almost all the countries worldwide in various ways such as socially, economically, politically, and psychologically too. Globalization is a term indicating fast and continues integration and interdependence of countries in the field of business and technologies. The effects of globalization have been seen on the tradition, environment, culture, security, lifestyle, and ideas. There are many factors affecting and accelerating globalization trends worldwide.  The reason of acceleration in globalization is because of the people’s demands, free-trade activities, worldwide acceptance of markets, emerging new technologies, new researches in the science, etc. Globalization has huge negative impacts on the environment and has given rise to various environmental issues like water pollution, deforestation, air pollution, soil pollution, contamination of water resources, climate change, biodiversity loss, etc. All the ever growing environmental issues need to be solved on an urgent basis by international efforts otherwise they may finish the existence of life on earth one day in the future.  In order to prevent the loss of environment, there is need of globalization of eco-friendly technologies and huge level environmental awareness among people. In order to deal with the negative effects of globalization, companies need to develop greener technologies which may replace the current status of the environment. However, globalization has helped a lot positively to save the environment by improving various resources (reducing adverse effects on the environment like hybrid cars using less fuel) and promoting education.  Apple brand has also aimed to manufacture Eco-friendly products to reduce negative impacts of globalization and exceed positive effects. Increasing demands of the ever increasing population lead towards extensive deforestation causing great levels of environmental issues. Till now, almost half of the useful forests have been cut in the past years. So, there is a need to make globalization under control to reduce its negative effects. | 7 |
|  | Write an application and attractive curriculum vitae for the post of a Senior Officer of Megha Bank, by claiming you as a qualified candidate. 15 | 8 |
|  | Write short notes on **any two:**   1. U3A   **U3A stands for "University of the Third Age".**  University, in this sense, means a gathering of people. It is not a college building, but simply a group of people interested in following a common programme of activities. No educational or professional qualifications are required (and there are no exams!)  The "Third Age" is the time in life when your career may be coming to an end, and/or parental and caring responsibilities have lessened. Third-agers have more time to explore new opportunities – both educational and social.  U3A members organise their own activities and learn together. They draw on the skills, knowledge, and experience of one another - everyone teaches and everyone learns.  U3A originally began in France in 1974 and has spread worldwide.  As the concept has become more popular in Ireland membership is growing and the number of branches is on the increase.  U3A members from one group can attend sessions organised by another group.  Activities that U3A groups in Ireland have organised include talks on local history and wildlife, tai chi, creative writing, stress management, gardening, computers, poetry appreciation, visits to museums, attending the Yeats Winter School, walking festivals, and many other active ageing and learning opportunities and activities.  U3A groups have also participated in all kinds of other activities with learners of all ages, including a variety of projects and initiatives in collaboration with universities and other Further Education and Training institutes.   1. Making notes   Note making is an advanced writing skill which is acquiring increasing importance due to knowledge explosion. There is a need to remember at least the main points of any given subject. Making notes is a complex activity which combines several skills.  **Effective Note Making**   * Can recognize the main ideas * Know which information is relevant to their purpose * Can keep it brief and may also use visual diagrams, flow charts etc. * Mostly use their own words. * Capture the ideas and thoughts that come to mind as they listen or read.   **Do**   * Practice – from a news item, short documentary or from a short magazine article. * Translate information into your own words. * Organize notes in some from like flowcharts, lists etc. * Review your notes while the text or lecture is still fresh in your memory   **Don't**   * Don't try to write every word – select only major points * Don't write complete sentences – streamline with abbreviations and symbols, * Organize – live out the connecting words (such as the, was, this etc.)  1. The secret of writing business letters   The Basics of Writing an Effective Business Letter To get to the basics, you must understand that business letters are bound by sort of unwritten regulations of which, some are specific to the type of letter you are writing. Point number two: Business letters are always written on the organizations? letterheads. Three: The language used must be formal regardless of the occasion and matter.  Address the person by titles like Dear Mr., Dear Ms. Director; General Manager, if you don?t know their names and it is fine to use their names when you know. The title Ms., is an important one to watch since you can?t write Miss or Mrs., unless you know for sure.  Then there is the section on reference on which you are writing; give a subject title to your letter indicative of the body of your letter.  Begin the matter by explaining your intentions to write and straight away come to the body. For example, you can begin with ??I am writing to enquire about?? if this is a general or a purchase enquiry letter. For communicating discrepancies, begin something like ?We are deeply disappointed to see your fax message regarding ... treating the ....? continuing the letter, you can suggest or state in definitive words, as the case may be, ?We demand a complete refund of?? or ?Our management has decided to return the consignment for??  The closing remarks must be in their formal best. While thanking the reader, you can end it like, yours sincerely, in case you have addressed the letter to none in particular, and then thanking by yours truly is appropriate.  Secret of Business Letter Writing Business letters are also documental evidences apart from being tools of communications. The language, the tone and the format always remain broadly same regardless of the relation you share with the person whom you are writing to.   The business letter drafter must be communicating the matter in full awareness of the subject matter and the eventual consequences of writing it. A wrong or omitted statement could severely deal a blow (Missed skill in your job application, for example.) Make use of common sense and internet guides, if needed. | 2×5 |