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Total No. of Pages : 03

Total No. of Questions : 05

B.Tech. (2011 Onwards)
B.Arch. (2012 & Onwards)
B.Com. (2011 & Onwards) (Sem.-1,2)
COMMUNICATIVE ENGLISH
Subject Code : BTHU-101/ BCOP-105
Paper ID : [A1103]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :**Note: All QUESTIONS are COMPULSORY.**

- I. As apple released the iPad across Europe and Asia this week, a key supplier in China continued this fortifying factory buildings with anti-suicide nets and bracing against a growing tide of public criticism about working conditions after ten apparent employee suicide this year, including one this week hours after the company chief visited the site. While tentative calls have emerged in China for boycott of apple products and other items made by electronics giant Foxconn, what remains entirely unclear is the impact this will have on the electronics manufacturing industry at large. The massive Foxconn plant, possibly the largest factory in the world, has been under the microscope for years over poor working conditions. In the past six months, renewed concerns have hit other electronics suppliers as well.

More than 60 workers making Apple touch screens at a Taiwanese-owned factory in Suzhou suffered nerve damage from on the job exposure to an illegally used chemical, but the story was not widely reported outside China. Investigation last fall, found wide spread abuse of workers' rights and labour laws across the heavily fragmented consumer electronics supply chain.

Yet there is no indication that the recent space of news about devastating working conditions for factory employees who make trendy gadgets has dampened consumer enthusiasm for those products. Labour groups have repeatedly called for reforms, but as yet the situation has not changed.

Now, with an apparent suicide cluster well underway at a key Apple Supplier, labour activists have begun to wonder if that tide might be about to turn, in the same way it did for international apparel and shoe companies in the 1980s and 1990s.

Read the above passage and answer the following questions.

- i) About what does the passage raise concern about? (2)
- ii) What did the investigation conducted in the last fall, suggest? (2)

- iii) What can be inferred from the passage? (2)
- iv) With which of the following statements is the author of the passage least likely to agree.
- Working conditions at the electronics manufacturing industry should improve.
 - Workers should be allowed to use illegal chemicals in their work place.
 - Electronics manufacturing industries should function in a transparent manner.
 - The government should intervene to mitigate the exploitation of workers in the electronics manufacturing industry. (2)
- v) The concluding lines of the passage appear to be
- Pessimistic
 - Optimistic
 - Circumspect
 - Sanguine (2)
- II. i) Use the following words in meaningful sentences, cornucopia, credence, resort to, roll out, surveillance. (5)
- ii) Do as directed
- Engines that burn methane are being developed. (*change the voice*)
 - More than one billion people travel each year by air and the majority people it is safe. (*Use suitable preposition*)
 - To economic recession, many companies (down size) their operations. (*Use suitable tense form*)
 - If you had prepared well, you (*Complete the sentence with suitable clause*)
 - Refuse (*Use the word as noun and verb*) (5)
- III. Some people think that technology is giving the world a single, uniform culture. Do you agree or disagree with that viewpoint. Use specific examples and reasons to explain your answer. Your write up should be between 250-300 words. (10)
- IV. Dutta electronics ordered for twenty-five computers from HCL. But on arrival of the consignment, the purchase manager found complaint in atleast twelve of them while verifying the quality. As sales manager of HCL, write the reply for the complaint letter expressing regret and showing your readiness to do the needful to retain the customers. (15)

- V. An educational institute experiences frequent network crashes. There are many factors responsible for this problem. An analyst observed the problems and listed down the reasons for network crashes in the past 3 months. The table below shows this list.

Reasons for network crash	Number of times network has crashed
1. Poor Physical Connectivity	10
2. Server Software	30
3. Server Hardware	35
4. Power failure	100
5. Problem generated by the facility provider	18

Now, write a report to be submitted to the Head of the institute. Your report should have the following components.

i) Introduction

ii) Discussion

iii) Conclusion

iv) Recommendation

(15)