

Global Business Operations (GBO)

2017 Question By University of Delhi

ENGLISH LANGUAGE PROFICIENCY

Directions (Qs.1 to 10): Read the following passages and answer the questions given after them.

PASSAGE – I

'Nearly two thousand years have passed since a census decreed by Caesar Augustus became part of the greatest story ever told. Many things have changed in the intervening years. the hotel industry worries more about over building than overcrowding, and if they had to meet an un-expected influx, few inns would have a manager to accommodate the weary guests. Now it is the census taker that a highly mobile population will stay put long enough to get a good sampling, Methods of gathering, recording and evaluating information have presumably been improved a great deal. And where then is the modest purpose of rome to obtain a simple head count. as an adequate basis for levying, taxes, now batteries of complicated statistical series furnished by governmental agencies and private organisations are eagerly scanned and interpreted by sages and seers to get a clue to future events. The Bible does not tell us how the Roman census takers made out, and as regards our more immediate concern, the reliability of present day economic forecasting, there are considerable differences of opinion. They are aimed at the celebration of the 125th anniversary of the American Statistical Association. There was the thought that business forecasting might well be on its way from an art to a science, and some speakers talked about newfangled computers and high- falution mathematical systems in terms of excitement and endearment which we. at least in our younger years when these things mattered, would have associated more readily with the description of fair maiden But others pointed to the deplorable record of the highly esteemed forecasts and forecasters with a batting average below that of the Mets, and the President-elect of the Association cautioned that "high powered statistical methods are usually in order where the facts are crude and inadequate, the exact contrary of what crude and inadequate statisticians assume". We left his birthday party somewhere between hope and despair and with the conviction, not really newly acquired, that proper statistical methods applied to ascertainable facts have their merits in economic forecasting as long as neither forecaster nor public is deluded into mistaking the delineation of probabilities and trends for a prediction of of certainties of mathematical exactitude.

1. The passage would be most likely to appear in
 - 1) a journal of biblical studies.
 - 2) an introductory college text-book on statistics.
 - 3) the annual report of the American Statistical Association.
 - 4) a newspaper review of a recent professional festivity.
2. According to the passage, taxation in Roman times was based on
 - 1) mobility
 - 2) wealth
 - 3) population
 - 4) census takers
3. The author refers to the Romans primarily in order to
 - 1) prove the superiority of modern statistical methods to ancient ones.
 - 2) provide a historical framework for the passage.
 - 3) relate an unfamiliar concept to a familiar one.
 - 4) show that statistical forecasts have not significantly improved.

4. The author refers to the Mets primarily in order to
 - 1) show that sports do not depend on statistics.
 - 2) provide an example of an unreliable statistics.
 - 3) indicate the change in attitudes from Roman days.
 - 4) illustrate the failure of statistical predictions.
5. On the basis of the passage it can be inferred that the author would agree with which of the following statements?
 - 1) It is useless to try to predict economy.
 - 2) Statistics is not, at the present time, a science.
 - 3) Most mathematical systems are inexact.
 - 4) Statistics should be devoted to the study of probability.

PASSAGE – II

A global shifts is clearly underway. Many organisations are finding themselves in short supply of the right talent as their operations expand globally. The problem is only going to be exacerbated further over time. According to a recent research report, in order to sustain economic growth by 2030, the US will need to add more than 25 million workers and in other western countries, a further 45 million employees will be required. However, due to the uneven quality of education systems, only 25 percent of Indian professionals are currently considered employable by multinationals. Something must be done in India to ensure our talent is able to take their seat at the table in an increasingly competitive global talent market The realisation has dawned on Indian leaders that effective performance management is not only a key to delivering results (perhaps the most powerful HR tool in doing so), but also plays a fundamentalrole in developing talent in the right direction and promoting employee engagement and retention. Companies are moving away from the 'competitive assessment model assumes that organisations improve through a process of 'rigid individualism' in which employees are ranked and related against each other, thus driving performance on a comparative basis. The coaching and development model assumes that people perform best through careful selection then coaching, development and continuous focus on job fit. Executive coaching, leadership coaching and performance coaching form the crux of all coaching and development models. Executive coaching- coaching reserved for the top tier of the organisation. The purpose of this coaching is to help executives improve both their performance and leadership abilities. It is provided by someone outside the firm who holds an unbiased perspective towards the executive. Leadership coaching is coaching that focuses on helping managers throughout the organisation become better leaders in order to prepare them for the next level of leadership. Performance coaching is coaching for all employees that focuses on improving employees performance in their current jobs. This coaching is frequently, but not always, reserved for those who are at a minimum meeting expectations. Most organisations struggle to effectively leverage performance coaching-senior leaders do it infrequently and managers do not do it well. Further, HR offer fails to adequately support it. The most severe performance management challenge is managers' inability to coach their employees. It has been found that organisations highly effective at teaching managers to engage in on-going coaching and the ones who provide excellent cultural support for coaching, reported significantly higher employee productivity. A high-impact coaching culture is like a three-legged stool, with leaders, employees, and HR each having important responsibilities to fulfill. HR's role is to create the environment for coaching, do the needful and then measure the impact. Senior leaders must communicate the importance of coaching through their actions and words. Finally, employees of all levels need to adequately prepare for and actively manage their performance and their development.

6. In the opinion of the author,
- 1) multinational can employ only a limited number of Indian professionals because of our education system.
 - 2) there is a shortage of right talent to meet likely future needs.
 - 3) India needs to act to avail this market opportunity.
 - 4) All these
7. According to the article, which of the following statements is true?
- I. The competitive assessment model focuses only on the comparative performance of employees.
 - II. Indian leaders consider performance management as a very powerful HR tool.
 - III. Most Indian companies feel that the competitive assessment model adequately meets the HR needs of their organisation.
- 1) Both I and II 2) Both II and III 3) Both I and III 4) All these
8. Which of the following statements is not true?
- 1) An outsider should conduct executive coaching.
 - 2) Leadership coaching focuceses on improving an employee's current performance.
 - 3) Employee productivity is directly affected by the manager's ability inability to coach.
 - 4) both the US and other Western countries require large number of employees to sustain their economies.
9. Coaching will be fruitful if
- 1) the employees are very qualified.
 - 2) capable professional trainers are hired by HR.
 - 3) leaders, HR department and employees are fully involved.
 - 4) leadership is strict.
10. An effective performance management system should enable an organisation to
- 1) objectively assess individual performance.
 - 2) identify development needs
 - 3) decide on retention/employability
 - 4) All these

Directions (Qs. 11 – 15): Fill in the blanks.

11. Ironically, the normally speaker became shy and when confronted with the approbatory states of her eager audience.
- 1) quiet, passionate
 - 2) garrulous, reticent
 - 3) dispassionate, passionate
 - 4) humble, supercilious
12. Although the whole team acted in unison, each member was for a/ an of the production process.
- 1) reliable, source
 - 2) responsible, element
 - 3) appointed, article
 - 4) agreeable, felony

21. Alexander technique is a therapy in complementary medicine for improving health by teaching people to move, sit and stand efficiently. It is designed to release unnecessary muscle tensions in order to eliminate or reduce the severity of wide range of disorders like back pain, asthma, repetitive strain, injury and stuttering. Training is carried out in one to one sessions under a qualified teacher. The technique was started by F Matthias Alexander in 1890 for his breathing problem and hoarseness.
- 1) Alexander technique is a 120 years old therapy designed by F Matthias Alexander for his selftreatment.
 - 2) Alexander technique therapy is practiced in one to one session under the guidance of an expert.
 - 3) In Alexander technique, a qualified teacher works on the postures of a person, releasing muscular tension, to cure a number of disorders.
 - 4) Alexander technique is helpful in treating pains, lung problems, spinal problems and speech disorders.
22. As things stand now, each country's financial system is being sustained and supported by its own government. Governments are primarily concerned with their own economies. This gives rise to financial protectionism, which threatens to disrupt and perhaps destroy global financial markets. So regulations must become international in scope. Otherwise, global financial markets will be destroyed by regulatory arbitrage.
- 1) Global markets need global regulations but each nation is rooted in the principle of national sovereignty.
 - 2) Financial protectionism damages the concept of globalisation.
 - 3) Global markets need international guidelines for the smooth running of global trade.
 - 4) Every country tries to protect its own financial interests.
23. Leadership is somewhat indefinable quality. It has so many dimensions and attributes. It demands vision, courage, understanding, determination and decisiveness. Integrity, communication skills and openness are the other must have virtues of a leader. It cannot exist devoid of a sense of timing, a capacity to act and above all, an ability to inspire. A leader is eventually judged by his mettle in the crises. Those who have left their mark are always winners after overcoming crises.
- 1) Leadership is a multidimensional quality which requires a large array of attributes in one person.
 - 2) Leadership in influencing others to achieve a common goal.
 - 3) Leadership is foundation of all organisations whether corporate, non-profit or government.
 - 4) Leadership is tested and proven in times of trial and adversity and those who surmount these go down in the annals of history.

Directions (Qs. 24 – 26): Choose the word which is opposite in meaning of the underlined word in the sentence.

24. Her impetuous behaviour was attributed to her upbringing
- | | | | |
|-------------|----------|---------|-------------|
| 1) sluggish | 2) swift | 3) rash | 4) sensible |
|-------------|----------|---------|-------------|
25. There was no altruistic motive that prompted him to help her.
- | | | | |
|-----------|------------|------------|-----------|
| 1) brutal | 2) selfish | 3) inhuman | 4) wicked |
|-----------|------------|------------|-----------|
26. According to a great philosopher magnanimity in a man implies many other qualities.
- | | | | |
|-------------|-----------|-------------|------------|
| 1) jealousy | 2) enmity | 3) meanness | 4) poverty |
|-------------|-----------|-------------|------------|

Directions (Qs. 27 & 28): Out of the four alternatives, choose the one which can be substituted for the given words/ sentence:

27. Large scale departure of people

- 1) Immigration 2) Exodus 3) Piracy 4) Transfer

28. A short stay at a place

- 1) Sojourn 2) Interlude 3) Gap 4) Interval

Directions (Qs. 29 – 33): Choose the order of the sentences marked A, B, C, D and E to form a logical paragraph.

29. A. India, on the other hand, would have adequate young manpower to even overtake China after sometime.

B. But, a direct consequence of these is a situation where China would not have enough young workforce to further develop its economy after a few years.

C. China's population is much larger than that of India.

D. As a result, China has been able to check its population growth effectively.

E. However, in the past two decades or so, China enforced strict measures to control its population growth.

- 1) EBACD 2) CBDAE 3) BDEAC 4) CEDBA

30. A. Therefore, hiring the services of a coordinator to execute the associated tasks is a good idea.

B. The fact is, a well planned wedding would be a remembrance for a life time.

C. With myriad functions taking place, a wedding ceremony is nothing short of a theatrical production.

D. Indian weddings are usually elaborate affairs.

E. With many details for each function to be considered, it becomes so important to plan to streamline the process.

- 1) EBCAD 2) ADECB 3) DCEAB 4) BDCAE

31. A. This is the reason for achieving high academic excellence.

B. All these professors are highly qualified.

C. This university has completed 100 years.

D. Initially, the university had only six departments.

E. Now, it has 100 professors working in 30 departments.

- 1) DEABC 2) CDEBA 3) CBAED 4) EABCD

32. A. Presently, we have thirteen IIMs.

B. The first IIM was established in 1961 in Kolkata.

C. At the time of independence, India did not have any management institute of high repute.

D. However, the need to have more IIMs was still felt.

E. Subsequently, a few more IIMs were set up at various locations in India.

- 1) EDBAC 2) DBACE 3) CBDEA 4) BCADE

33. A. The house is quite old and in a bad shape.
B. Through it, I can see an old woman seated in a chair.
C. Far away in a narrow street there is a house.
D. Her face is worn and full of wrinkles.
E. One of the windows is open

1) DBCAE 2) CAEBD 3) ECDAB 4) BEACD

Direction (Qs. 34 – 38): Identify the best way of writing the sentence in the context of the correct usage of standard written English.

34. 1) To reach the destination, the man followed the route given in the map because he was confused.
2) As he became confused, the man had to follow the route given in the map to reach the destination.
3) The man was confused so he followed the route given in the map to reach the destination.
4) To reach the destination, as the man was confused, he followed the route given in the map.
35. 1) New words could be used, if required, to express the full force of exclamation.
2) If necessary, new words should be used to express the full force of exclamation.
3) To express the full force of exclamation, if necessary, new words will be used.
4) New words are used, if required to express the full force of exclamation.
36. 1) Neither he comes nor he writes a letter now.
2) Neither does he come nor he writes a letter now.
3) Neither he comes nor does he write a letter now
4) Neither does he come nor does he write a letter now.
37. 1) Emily but saw him turning again to the papers, and she stopped hastily retiring.
2) Emily was hastily retiring; but she saw him turn again to the papers, and she stopped.
3) Emily stopped retiring; but she saw him turn again to the papers.
4) She saw him turning again to the papers, and she stopped, and went again to retire.
38. 1) At first, the jury was divided in opinion, but finally it returned a unanimous verdict.
2) At first the jury were divided in opinion, but finally it returned a unanimous verdict
3) At first the jury was divided, in opinion, but finally they returned a unanimous verdict.
4) At first the jury were divided in opinion, but finally they returned a unanimous verdict.

Directions (Qs. 39 & 40): Choose the option which best expresses the meaning of the underlined idiom/phrase in the sentence.

39. Why you should always be the one to cast the first stone?
1) be deeply involved 2) be the first to attack
3) praise first of all 4) start a fight
40. While I have a bath, you may chew the cud.
1) think carefully about something 2) go through legalities
3) have breakfast 4) kill time

ANSWERS

1-4; 2-3; 3-2; 4-2; 5-4; 6-4; 7-3; 8-3; 9-2; 10-3; 11-2; 12-2; 13-2; 14-4; 15-4; 16-2; 17-4; 18-3; 19-3; 20-2; 21-3; 22-3; 23-4; 24-4; 25-2; 26-3; 27-2; 28-1; 29-4; 30-3; 31-2; 32-3; 33-2; 34-3; 35-4; 36-3; 37-2; 38-4; 39-4; 40-4.