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Total No. of printed pages = 02

Monsoon, 2023

MCA Semester Examinations

PERSONALITY AND SOFT SKILL DEVELOPMENT

Course Code: MCA23505T

Full Marks – 60

Time –2½ hours

The figure in the margin indicates full marks for the questions.

Part A

Answer ALL questions

Multiple Choice (10 x 1 mark = 10 marks)

1. a). Signs and symbols can be examples of

(i). Psychological barrier	(ii). Physiological Barrier
(iii). Cultural barrier	(iv). Linguistic barrier

- b). A minute of a meeting is a

(i). Written record of the meeting	(ii). Agenda of the meeting
(iii). List of attendees of the meeting	(iv). Notes on the meeting

- c). Expectations associated with being male or female are referred to as _____.

(i). Gender biasness	(ii). Gender stereotype
(iii). Gender roles	(iv). Gender communication

- d). Which of the following is NOT part of attitude?

(i). Thought	(ii). Feeling
(iii). Behaviour	(iv). Appearance

- e). An appraisal, evaluation and feelings about oneself is known as _____.

(i). Self-discipline	(ii). Motivation
(iii). Self-confidence	(iv). Self-esteem

- f). Antipathy refers to

(i). Cognitive support	(ii). Opposition
(iii). Aversion or dislike	(iv). Indifferent attitude

- g). Hierarchy of needs was introduced by

(i). Sigmund Freud	(ii). Claud Steiner
(iii). Carl Jung	(iv). Abraham Maslow

- h). SWOT denotes:

(i). Strength, Weakness, Opinions, Threats
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- (ii). Strengths, Weakness, Opportunities, Tasks
- (iii). Strengths, Weaknesses, Opportunities, Threats
- (iv). Situations, Weakness, Opportunities, Threats

- i). Overcoming procrastination helps in effective _____
- (i). Stress Management
 - (ii). Team Work
 - (iii). Time Management
 - (iv). Handling of Emotions
- j). 'Leader is born and not made' is associated with
- (i). Democratic Leadership
 - (ii). Charismatic Leadership
 - (iii). Autocratic Leadership
 - (iv). Free Rein Leadership

Part B

Answer ANY FOUR questions in about 125 words each
(4 x 5 mark = 20 marks)

2. What is active listening? Why is it important to practice active listening? (2+3)
3. Elaborate the implications of cross cultural communication in professional world.
4. What is self-discipline? How is it related to habits? (3+2)
5. Explain why assertive behaviour is important in interpersonal relationships?
6. Define personality. Differentiate between Type A and Type B Personality traits. (2+3)
7. Briefly discuss the strategies to cope with stress.

Part C

Answer ANY TWO questions in about 250 words each
(2 x 10 mark = 20 marks)

8. a). Explain in brief your understanding of the term Netiquette. Discuss the different netiquettes one should maintain while communicating on internet. Write down the email etiquettes (3 marks).
b). Discuss the different netiquettes one should maintain while communicating on internet (4 marks).
c). Write down the email etiquettes (3 marks).
9. a). What are interpersonal skills? (3 marks)
b). What is conflict? Discuss the different strategies involved in resolving a conflict (2+5 marks)
- 10 a). What is team work? (4 marks)
b). What is the role of a leader in working with a team? (6 marks)

Part D

Short Notes in about 125 words each
(2 x 5 mark = 10 marks)

11. Write any two:
- a). Importance of body language in formal contexts
 - b). Self-esteem
 - c). Empathy
 - d). Time Management
