

M.C.A. - I (2 Years) New CBCS Pattern Semester-I  
**PSMCAT102 - Paper-II - Soft Skills and Personality Development**

P. Pages : 2

Time : Three Hours



**GUG/S/25/13636**

Max. Marks : 80

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- Notes :
1. All questions are compulsory and carry equal marks.
  2. Draw neat and labelled diagram use supporting data wherever necessary.
  3. Avoid vague answers and write specific answers related to questions.

**Either:**

1. a) Explain the role of communication in business. 8
- b) Describe different organs of speech. 8

**OR**

- c) Explain the guidelines for writing process & writing plan? 8
- d) What are the key elements of an effective introduction? 8

**Either:**

2. a) Explain the steps to improve self esteem. 8
- b) Give the importance of postures and eye contact in non-verbal communication. 8

**OR**

- c) Write a detailed note on self concept. 8
- d) Explain the role of emotions in non-verbal communication. 8

**Either:**

3. a) Explain SWOT Analysis with example. 8
- b) Why personal planning is important to be successful? 8

**OR**

- c) Differentiate between enthusiasm and efforts. 8
- d) Write in detail about Interruptions into opportunities. 8

**Either:**

- |           |    |                                                          |          |
|-----------|----|----------------------------------------------------------|----------|
| <b>4.</b> | a) | Define Teamwork. Enlist the keys to successful Teamwork. | <b>8</b> |
|           | b) | Explain 5 steps to Better Listening.                     | <b>8</b> |

**OR**

- |           |    |                                                     |          |
|-----------|----|-----------------------------------------------------|----------|
|           | c) | Explain, why time management is important?          | <b>8</b> |
|           | d) | Write important tips for email and phone etiquette. | <b>8</b> |
| <b>5.</b> |    | Solve all the questions.                            |          |
|           | a) | Write a note on-                                    | <b>4</b> |
|           |    | i) Vowel sound                                      |          |
|           |    | ii) Consonant sound                                 |          |
|           | b) | Explain poor vs healthy self esteem.                | <b>4</b> |
|           | c) | Enlist Positive Boss Attitude.                      | <b>4</b> |
|           | d) | Describe the importance of personal grooming.       | <b>4</b> |

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