

**MASTER OF BUSINESS ADMINISTRATION
SECOND SEMESTER
SOFT SKILLS AND BUSINESS NEGOTIATION
MBA – 209**

**SET
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

(Objective)

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

1. Which form of communication is structured on the basis of hierarchy?
 - a. Intra personal
 - b. Informal
 - c. Formal
 - d. Inter personal
2. A holiday is declared in organizations by _____.
 - a. An application
 - b. A memo
 - c. A notice
 - d. An instruction sheet
3. Hard skills are acquired through '_____' & '_____'.
 - a. Education & experience
 - b. Listening & writing
 - c. Communication & adaptability
 - d. Team work & problem solving
4. The English word communication is derived from the Latin word '_____'.
 - a. Communist
 - b. Communis
 - c. Commune
 - d. Common
5. Soft skills are taught in program to develop '_____'.
 - a. Digital marketing
 - b. Social media
 - c. Financial analysis
 - d. People management skills
6. What does Type B personality signifies?
 - a. Impatient
 - b. Creative
 - c. Hopeless
 - d. Aggressive
7. _____ is defined as the process by which meanings are perceived and understanding is reached among human beings.
 - a. Statement
 - b. Message
 - c. Language
 - d. Communication
8. _____ communication is a communication among two or more people.
 - a. Oral
 - b. Written
 - c. Interpersonal
 - d. Informal
9. State one cause of psychological barrier _____.
 - a. Lack of attention
 - b. Speech Disorders
 - c. Lack of participation
 - d. None of the above

10. State the form of communication that involves active feedback from the receiver to the sender.
 - a. One way
 - b. Two way
 - c. Verbal
 - d. Non-verbal
11. Personality is derived from Latin word "persona", meaning _____.
 - a. Mask
 - b. Mask
 - c. Mark
 - d. Mask
12. _____ of an individual is the source of mental health.
 - a. Self-Confidence
 - b. Self-Respect
 - c. Self-value
 - d. Self-Acceptance
13. Communication is a part of _____ skills.
 - a. Soft
 - b. Hard
 - c. Rough
 - d. Short
14. _____ refers to all these factors that disrupt the communication.
 - a. Nonsense
 - b. Noise
 - c. Pollution
 - d. Nobody
15. An observer's presence is necessary for which kind of negotiation?
 - a. Formal
 - b. Informal
 - c. Friendly
 - d. None
16. _____ means attaching meaning to the message.
 - a. Decoding
 - b. Media
 - c. Feedback
 - d. Noise
17. The _____ is the one who transmits the message.
 - a. Receiver
 - b. Driver
 - c. Sender
 - d. Listener
18. Personality is the combination of _____ factors.
 - a. One
 - b. Two
 - c. Three
 - d. Four
19. Which of these is used as a form of greeting for business people?
 - a. Dear Son
 - b. Dear Mother
 - c. Dear Sir
 - d. None of these
20. Soft Skills are more about behaviors and hard skills are more about your technical abilities.
 - a. True
 - b. False
 - c. Both True
 - d. None

(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

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| 1. What is active listening? Why do you think that active listening is important for a fluent communication? | 10 |
| 2. What is Communication? State the 7 major elements of communication process. | 10 |
| 3. Define Personality. Explain the fundamental characteristics of personality. | 10 |
| 4. Both soft skills & hard skills are necessary to develop one's personality. Elucidate the statement in your own words. | 10 |
| 5. State 5 methods to develop your personality. | 10 |
| 6. Explain the forms of Communication with examples. | 10 |
| 7. State 5 importance of personality development based on your understanding. | 10 |
| 8. Why do you think Soft Skills is important to develop? Give reasons. | 10 |

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