

MASTER OF BUSINESS ADMINISTRATION
SECOND SEMESTER
SOFT SKILL AND BUSINESS NEGOTIATION
MBA - 209

**SET
B**

[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 of the following is an example of a soft skill?
 - a. Problem Solving
 - b. Coding in Python
 - c. Data Analysis
 - d. Operating heavy machinery
2. Which is 'not' an aim of SWOT Analysis?
 - a. It promotes strategic thinking
 - b. To help decision makers share and compare ideas
 - c. To bring a clearer purpose of factors for success
 - d. It helps in time management
3. What soft skill involves the capacity to influence and guide others toward shared goals?
 - a. Communication
 - b. Adaptability
 - c. Leadership
 - d. Decision Making
4. Which soft skill involves the capability to adjust to changing circumstances and embrace new challenges?
 - a. Emotional Intelligence
 - b. Leadership
 - c. Conflict Resolution
 - d. Adaptability
5. Teachers must built students capabilities for problem solving by.....
 - a. Discouraging questions
 - b. Prohibiting use of analogies
 - c. Promoting articulation of the students problem solving methods
 - d. Focusing on providing all the solutions to avoid challenges
6. Which soft skill refers to the ability to convey information effectively and listen actively to others?
 - a. Creativity
 - b. Communication
 - c. Emotional intelligence
 - d. Time Management
7.means attaching meaning to the message.
 - a. Encoding
 - b. Decoding
 - c. Feedback
 - d. Receiving
8.include paranoid personality disorder, schizoid personality disorder, antisocial personality disorder etc.
 - a. Schizoid personality disorder
 - b. Personality disorder
 - c. Anti-social personality disorder
 - d. Split-personality disorder

9.refers to the capacity of a brain to retain or store things in memory.
- | | |
|--------------------------|--------------|
| a. Pre-mature evaluation | b. Barrier |
| c. Evaluation | d. Retention |
10.Communication is communication among two or more people.
- | | |
|------------------|------------------|
| a. Formal | b. Informal |
| c. Interpersonal | d. Intrapersonal |
11. Soft Skills.....hard skills, which are technical requirements.
- | | |
|------------|---------------|
| a. Acquire | b. Complement |
| c. Observe | d. Defy |
12. The.....framework is a very important and useful tool to use in Marketing management & other business applications.
- | | |
|------------------|------------------|
| a. Interpersonal | b. Changing |
| c. SWOT Analysis | d. Intrapersonal |
13.Personality Type Indicator identifies a personality based on where someone is on 4 continuums.
- | | |
|------------------|-----------------|
| a. Byers- Mriggs | b. Gyers-Mriggs |
| c. Myers-Triggs | d. Myers-Briggs |
14. Consistently seeking constructive feedback from colleagues and superiors is crucial for&.....soft skills.
- | | |
|--------------------------|-------------------------|
| a. Refining, enhancing | b. Modifying, engaging |
| c. Submitting, acquiring | d. Mentoring, competing |
15.Communication means transmission of messages without using words.
- | | |
|---------------|------------|
| a. Non-verbal | b. Verbal |
| c. Oral | d. Written |
16.is a figurative phrase used primarily to indicate the difficulties faced when people who have no language in common attempt to speak with each other.
- | | |
|----------------------|---------------------|
| a. Cultural Barrier | b. Gender Barrier |
| c. Emotional Barrier | d. Language Barrier |
17.comes in many forms like social anxiety, panic disorder etc.
- | | |
|------------|-------------|
| a. Anger | b. Stroke |
| c. Anxiety | d. Feelings |
18.is the process of converting the idea, thinking or any other component of message into symbols, words, actions, diagrams etc.
- | | |
|-----------------|---------------|
| a. Encoding | b. Decoding |
| c. Transcribing | d. Extracting |

19.is an exchange of facts, ideas, opinions or emotions by two or more people.
- a. Discussion
 - b. Transmission
 - c. Inventions
 - d. Communication
20.is the hindrance in the process of communication.
- a. Improper Decoding
 - b. Disturbance
 - c. Noise
 - d. All of the above

(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

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

1. Define Personality. How should one develop their personality? 3+7=10
2. Explain the process of Communication with a diagram. 10
3. Define "Concreteness", "Clarity" & "Consideration" from 7c's of Communication. 10
4. Define Soft Skills. State the difference between Soft Skills & Hard Skills. 5+5=10
5. Explain the 3 types of Barriers to effective Communication. 10
6. State & explain 3 soft skills essential to ensure career success. 10
7. You are Anand/Anita of TT Nagar, Bhopal. You would like to apply for the post of Marketing Manager in a reputed firm in Mumbai. Write a job application letter to the Public Relations Officer, Chantac Enterprises, Mumbai, applying for the job. (125- 150 words) 10
8. You are Ankit/Priya of Bangalore working in Infosys as a Senior Manager for about 7 years. Write an email of resignation & state your reason for resigning. 10

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