

B.B.A. Part—II Semester—IV (Old) Examination**BBA/401****MANAGERIAL SKILLS**

Time : Three Hours]

[Maximum Marks : 80

Note :— (1) All questions are compulsory.

(2) Figures to the right indicate marks.

SECTION—A

Multiple Choice Questions :—

1. Communication is a part of _____ skills.
(a) Soft (b) Hard
(c) Rough (d) Short
2. _____ is the person who transmits the message.
(a) Receiver (b) Driver
(c) Sender (d) Cleaner
3. Response to a sender's message is called _____.
(a) Food bank (b) Feedback
(c) Message (d) Report
4. _____ context refers to the similarity of backgrounds between the sender and the receiver.
(a) Physical (b) Social
(c) Chronological (d) Cultural
5. People who work for someone else are :
(a) Aptitude (b) Employee
(c) Entrepreneurs (d) Entrepreneurship
6. Evaluation of your strengths and weaknesses is known as _____.
(a) Self Assessment (b) Employee
(c) Entrepreneurship (d) Awareness
7. People who own, operate and take risk of business venture are _____.
(a) Employees (b) Teachers
(c) Entrepreneurs (d) Workers
8. The ability to learn a particular kind of job is _____.
(a) Aptitude (b) Employee
(c) Entrepreneurship (d) Management

9. In present context, challenge(s) for organization behaviour is (are) ____.
- (a) Employee expectation (b) Workforce diversity
(c) Globalization (d) All of these
10. Organisation behaviour is ____.
- (a) A Science (b) An Art
(c) A Science as well as an Art (d) None of these
11. Which of the following forms the basis for the autocratic model of Organisation behaviour ?
- (a) Obedience (b) Authority
(c) Power (d) Dependence on boss
12. Organisation Behaviour is the study of ____.
- (a) Character (b) Human
(c) Employer (d) Human Behaviour
13. A dispute between two neighbours is an example of ____.
- (a) Conflict (b) War
(c) Business (d) Management
14. First step in conflict diagnosis is to describe ____.
- (a) Position (b) Motives
(c) Conflict (d) Disputants
15. Formal power is exercised in ____ manner.
- (a) Bottom-up (b) Horizontal
(c) Top-down (d) Vertical
16. In interpersonal conflict, the reality understood by each participant is highly ____.
- (a) Objective (b) Biased
(c) Personal (d) Subjective
17. Relationships are ____.
- (a) Dynamic (b) Permanent
(c) Both (a) & (b) (d) None of these
18. Important considerations in rehearsing a presentation are ____.
- (a) Timing & Pace (b) Attire
(c) Audience (d) Food and Beverages
19. The outline of a presentation should include ____.
- (a) A beginning middle & an end (b) References
(c) Possible questions (d) Acknowledgments

20. When rehearsing a presentation, it is helpful to recognise and prevent ____.

- (a) Possible gestures (b) Possible questions
(c) Filters such as umm (d) Criticism

1×20=20

SECTION—B

(Short Answer Questions)

1. (a) Explain the meaning of Managerial Skills. 4

OR

(b) What are the skills for an effective manager ? 4

2. (a) Discuss the concept of skill development. 4

OR

(b) What are Entrepreneurial Skills ? 4

3. (a) Explain the meaning of business driving. 4

OR

(b) What are factors affecting business selection ? 4

4. (a) What are the steps of analytical problem solving ? 4

OR

(b) Write a note on "Time Management Skills". 4

5. (a) Explain the meaning of relationship development. 4

OR

(b) What is the need of relationship development ? 4

SECTION—C

(Long Answer Questions)

1. (a) Explain the meaning, nature & scope of Managerial Skills. 8

OR

(b) Discuss the learning & application of Managerial Skills. 8

2. (a) Discuss the various skill development techniques. 8

OR

(b) What are the qualities of successful entrepreneur ? 8

3. (a) Discuss the importance of business skills. 8

OR

(b) Explain project & planning skills. 8

4. (a) Explain the limitations of problem solving. 8

OR

(b) Explain the techniques of conflict management. 8

5. (a) What are the characteristics of ideal relationship development ? 8

OR

(b) Explain the management of dispute settlement. 8