

Master of Computer Application (MCA-II) (CBCS Pattern) Third Semester
PMCAT305.1 - Paper-V Elective-I
Soft Skills and Personality Development

P. Pages : 2

Time : Three Hours



GUG/W/18/11108

Max. Marks : 80

- Notes :
1. All questions are compulsory & carry equal marks.
 2. Avoid vague answers.

1. Either

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| a) Define Communication. Explain the role of communication in business. | 8 |
| b) Write a note on – i) Vowel sound. ii) Consonant sound. | 8 |

OR

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|---|----------|
| c) Explain various guidelines that are used for Business Article. | 8 |
| d) Explain- i) Writing plan. ii) Writing process. | 8 |

2. Either

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| a) What is non-verbal actions? Explain anyone non verbal action in detail. | 8 |
| b) Explain – i) Gestures ii) Adapters. | 8 |

OR

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|--|----------|
| c) Explain existential self & categorical self in detail. | 8 |
| d) Write a note on – i) Poor self esteem. ii) Healthy self esteem. | 8 |

3. Either

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| a) State the reasons of depression and other illness. | 8 |
| b) State the difference between enthusiasm and effort. | 8 |

OR

- c) Explain various conducive conditions for enthusiasm. 8
- d) Write a note on- 8
 - i) Optimism over pessimism.
 - ii) Optimism over cynicism.

4. Either

- a) State the importance of Listening & responding. 8
- b) Explain about teamwork. Explain the benefits of teamwork. 8

OR

- c) Define conflict. Write a note on conflict Resolution. 8
- d) Write a note on 8
 - i) Email Etiquette
 - ii) Phone Etiquette.

5. Attempt all the questions.

- a) Write a note on article & things to avoid. 4
- b) Write down steps to improve self esteem. 4
- c) How will you evaluate success? Explain. 4
- d) Why time management is important? Explain. 4
