

(6 pages)

Reg. No. :

Code No. : 40778

Sub. Code : GSBA 3 A

B.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2013.

Third Semester

Business Administration – Main

Skill Based Subject – MANAGERIAL SKILL
DEVELOPMENT

(For those who joined in July 2012 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. Higher-level managers usually spend most of their time on these two management functions
 - (a) leading and controlling
 - (b) planning and organizing
 - (c) leading and organizing
 - (d) organizing and controlling

2. Most supervisors started out working in the department they now supervise because of their superior _____ which are very important to first-level managers.

- (a) Conceptual skills
- (b) intellectual abilities
- (c) human relations skills
- (d) technical skills

3. The facial expression is one of the most obvious aspect of _____.

- (a) language
- (b) paralanguage
- (c) body language
- (d) none of these

4. _____ is the quality of voice.

- (a) Volume
- (b) Tone
- (c) Pitch
- (d) Scale

5. Which one of the following is not a negative emotion?

- (a) happiness
- (b) fear
- (c) anger
- (d) shame

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6. The ability to manage one's own emotions is called _____.

- (a) emotion control (b) self discipline
(c) self management (d) self control

7. The positive side of stress is called _____.

- (a) distress (b) stress
(c) eustress (d) none of these

8. When people face conflicting demands in discharging their role, it is called _____.

- (a) role conflict (b) role play
(c) rule conflict (d) role model

9. The agenda begins with the item _____.

- (a) Points to be discussed
(b) Approval of minutes
(c) Matter arising
(d) None of these

10. A logical representation of facts and information refers to _____.

- (a) Agenda (b) minutes
(c) report (d) notice

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PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

11. (a) Discuss the importance of human relations skill at all levels of managers.

Or

(b) List out the applicative domains of managerial skills.

12. (a) Write a short note on Meta communication.

Or

(b) What is 'paralanguage'?

13. (a) Distinguish between positive and negative emotions.

Or

(b) Do emotions have gender relationship? Explain.

14. (a) Explain the symptoms of stress.

Or

(b) Give a brief account of role conflict.

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15. (a) What are the responsibilities of the participants in a conference?

Or

- (b) How can oral presentation be made effective?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

16. (a) Explain the different types of managerial skills.

Or

- (b) Describe the influence of human and non — human factors in organizations.

17. (a) Discuss different methods of communication.

Or

- (b) Explain 'body language'.

18. (a) Explain the different ways to manage emotions.

Or

- (b) 'Emotional Intelligence is largely learnt and continues to develop'. Comment.

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19. (a) Explain the potential sources of stress.

Or

- (b) Write a note on Transactional Analysis.

20. (a) What is agenda? How does it help in regulating the proceedings of a meeting?

Or

- (b) Explain the different types of reports.
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