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**Reg. No. :** .....

**Code No. : 5649**

**Sub. Code : KBAM 25/  
PBAM 25**

M.B.A. (CBCS) DEGREE EXAMINATION,  
APRIL 2021.

Second Semester

Business Administration

**EFFECTIVE MANAGERIAL SKILLS**

(For those who joined in July 2016 and afterwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Goals must be \_\_\_\_\_
  - (a) Smart
  - (b) Specific
  - (c) Summary
  - (d) Special

2. The feeling part of attitude is the ————— part.
- (a) Cognitive                      (b) Constive  
(c) Behaviouristic              (d) Affective
3. The sympathetic parent ego state is called ———
- (a) Critical                      (b) Adapted  
(c) Natural                      (d) Nurturing
4. The inability of an individual to decide for himself is called
- (a) Interpersonal conflict  
(b) Role conflict  
(c) Positional conflict  
(d) Intra personal conflict
5. Making the message understandable to the audience is called
- (a) Feedback  
(b) Encoding  
(c) Pin coding  
(d) Alpha coding

6. The Leadership contingency model was advocated by
- (a) Blake (b) Monton  
(c) Fiedler (d) House
7. The most important skill expected by an employer is
- (a) Communication (b) Etiquettes  
(c) Academic (d) Hard skills
8. What must be avoided in table etiquettes?
- (a) Waiting for others  
(b) Licking of fingers  
(c) Putting napkin on lap  
(d) Talking about good things
9. Ctrl + O is used to
- (a) Save Document (b) Open Document  
(c) New Document (d) Close Document
10. What option is used to make the total in MS-Excel?
- (a) Total (b) Auto Sum  
(c) A to Z (d) Z to A

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) How do 'Self awareness' help in personality development?

Or

- (b) Spell out methods of improving assertiveness.

12. (a) Illustrate the types of Conflict.

Or

- (b) Illustrate the type of transactions.

13. (a) Narrate the steps in the communication process.

Or

- (b) Specify the factors to be considered in individual presentation.

14. (a) Why social grace is important?

Or

- (b) Spell out the do's and don'ts in Table etiquettes.

15. (a) How will you perform the animation in Power Point?

Or

- (b) How will you set the margin and orientation in MS-Word?

PART C — ( $5 \times 8 = 40$  marks)

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

Each answer should not exceed 600 words.

16. (a) Spell out the barriers in attitude change and specify methods to change attitude.

Or

- (b) Why perceptual distortion arises and how to avoid?

17. (a) Detail the steps in building effective teams.

Or

- (b) Specify methods to overcome stress.

18. (a) Illustrate the principles of effective communication.

Or

- (b) How do group discussion identify traits of the participant?

19. (a) Detail the dress code for selected occasions.

Or

(b) How to acquire social grace?

20. (a) How will you write formulae in MS-Excel?

Or

(b) How will you insert an image in MS-Word and enumerate the formatting option?

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