

(6 pages)

Reg. No. :

Code No. : 12694

Sub. Code : GSBA 3 A

B.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2016.

Third Semester

Business Administration – Main

Skill Based Subject — MANAGERIAL SKILL
DEVELOPMENT

(For those who joined in July 2012-2015)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. The management process has ————— major functions.
- (a) Two (b) Three
(c) Four (d) Five

2. The ability to perform a specific task or function is called
- (a) Conceptual skills (b) Technical skills
(c) Human skills (d) General skills
3. Suggestion box is an example of
- (a) Upward communication
(b) Downward communication
(c) Lateral communication
(d) Informal communication
4. The listening that involved ears, eyes and heart is called
- (a) Selective listening (b) Attentive listening
(c) Empathic listening (d) Pretending listening
5. Racing heart beat is controlled by
- (a) Autonomic nervous system
(b) Non-automatic nervous system
(c) Limbic system
(d) Body language



6. Salovey and Mayer proposed a model that identified _____ different factors of emotional intelligence.

(a) Three (b) Four
(c) Five (d) Six

7. The presence of high level of stress in an individual which affects job performance is called

(a) Eustress (b) Distress
(c) Optimum stress (d) Peak stress

8. The ego state which is based upon reasoning, seeking and providing information is called

(a) Parent ego (b) Adult ego
(c) Child ego (d) Alter ego

9. The list of topics to be covered in a meeting is called

(a) Memo (b) Circular
(c) Agenda (d) Programme

10. The study of how we use space around to communicate the message is called

(a) Kinesics (b) Proxemics
(c) Ceramics (d) Kinetics

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Explain the importance of human relations skill for a manager.

Or

(b) What are the qualities of a good manager?

12. (a) What are the methods of upward communication?

Or

(b) Explain the significance of body language.

13. (a) Explain the importance of studying emotions.

Or

(b) Explain the features of emotional intelligence.

14. (a) Explain the characteristics of type A personality.

Or

(b) Explain the effects of stress.



15. (a) Explain the various types of meetings.

Or

- (b) Explain the merits and demerits of group discussion.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Explain the features of an ideal managerial environment.

Or

- (b) Explain the applicative domains of managerial skills.

17. (a) Explain the barriers of communication.

Or

- (b) Explain the various types of communication.

18. (a) Explain the various forms of emotions.

Or

- (b) Explain the use of the study of emotional intelligence in management.

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19. (a) Explain the various conflict resolution techniques.

Or

- (b) Explain the Johari Window.

20. (a) Explain the procedure for conducting a meeting.

Or

- (b) Explain the contents of an ideal report.

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