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SEAT No. :

P2161

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[5804]-302

S.Y. B.B.A. (I.B.)

**302 : GLOBAL COMPETENCIES & PERSONALITY  
DEVELOPMENT**

**(2019 Pattern) (CBCS) (Semester - III)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *Draw neat diagrams wherever necessary.*
- 3) *Figures to the right indicate full marks.*

**Q1) Objective type questions :**

**[20]**

**A) Multiple choice questions :**

**[5]**

- i) The foremost skill required for learning a language is \_\_\_\_\_.
  - a) Writing skills
  - b) Reading skills
  - c) Speaking skills
  - d) Listening skills
- ii) Communication helps officials to \_\_\_\_\_ the employees.
  - a) Eliminate
  - b) Motivate
  - c) Threaten
  - d) Appraise
- iii) The document that is used to do negative communication within the organisation is called \_\_\_\_\_.
  - a) Letter
  - b) Memo
  - c) E-mail
  - d) Telax
- iv) Traits could be organised into three levels.
  - a) Primary, secondary, tertiary
  - b) Cognitive, emotional, physiological
  - c) id, ego, superego
  - d) Cardinal, central, secondary

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- iii) What is self-Image? How to develop positive self-Image?
- iv) What do you mean by social Etiquettes? Provide guidelines for social Etiquettes.
- v) Explain the People's skills in detail.

**Q3) Write short notes on (Solve any 4 out of 6) :**

**[4 × 5 = 20]**

- i) Ethics & values
- ii) SWOT Analysis
- iii) Self confidence
- iv) Importance of Time Management
- v) Body Language
- vi) Self-motivation.

