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47(2) PPSD 2-1

2019

**PERSONALITY AND PERSONAL
SKILL DEVELOPMENT**

Paper : 2-1

Full Marks : 80

Time : Three hours

***The figures in the margin indicate
full marks for the questions.***

1. Answer the following : 1×10=10

(A) Choose the correct option :

(i) These are the people who adopt well to change.

(a) Type B personalities

(b) Judging personalities

(c) Perceptive personalities

(ii) This group consists of people of more or less the same rank and working in more or less in the same area.

(a) Vertical Clique

(b) Horizontal Clique

(c) Random or Mixed Clique

Contd.

(iii) This is defined as how others believe, one should act in a given situation.

(a) Role Identity

(b) Role Expectations

(c) Role Perception

(iv) This is a situation where a person knows about other persons but does not know about himself or herself.

(a) Blind self

(b) Hidden self

(c) Open self

(v) Stress caused due to change in policies, procedures and structure of an organisation may be termed as—

(a) Group stressors

(b) Organisational stressors

(c) Individual stressors

(B) State True **or** False :

(vi) The contribution of family and social group in combination with culture is known as identification process.

(vii) Personal effectiveness may be defined as the negative end result of every personal effect or endeavour of an individual in pursuit of any desire or plan.

- (viii) Annual General Meeting is held only once during the lifetime of the company.
- (ix) Late Career stage is marked by improved performance, level off or starting deterioration.
- (x) For managing time effectively, we should overburden ourselves.

2. Answer the following : **(any five)** $2 \times 5 = 10$

- (i) Write *two* points of distinction between sales orientation and customer orientation.
- (ii) Write *two* differences between Introverts and Extroverts.
- (iii) State *two* differences between groups and teams.
- (iv) Write *two* positive gestures of body language.
- (v) What is assertiveness ?
- (vi) What is mental hygiene ?
- (vii) State the meaning of self-esteem.

3. Answer the following : **(any four)**

- (i) What is a career ? Write *three* needs of career planning. $2+3=5$
- (ii) What is Empathy ? Explain *any three* skills through which empathy can be developed. $2+3=5$
- (iii) State the meaning of personal grooming. Briefly discuss *any three* elements of personal grooming. $2+3=5$

(iv) Write *any five* benefits of time management. 5

(v) Explain the various levels of self-awareness as given by Joseph Luft and Harrington Ingham. 5

(vi) What is Positive Interpersonal Behaviour? Explain *any three* conditions for positive interpersonal behaviour. 2+3=5

4. Answer the following : (*any five*)

(i) What are business etiquettes? Explain the advantages of having good business etiquette. 2+6=8

(ii) What are business meetings? Explain the various types of company meetings. 2+6=8

(iii) Write *two* physiological and *two* psychological consequences of stress. Explain *any four* group stressors. 4+4=8

(iv) What is Sick personality? Explain the major causes of personality sickness. 2+6=8

(v) What are Group Norms? Explain how norms develop. 2+6=8

(vi) Explain *eight* major telephone etiquettes. 8

(vii) What is career planning? Explain the various career stages. 2+6=8

(viii) What are Informal groups? Explain the various types of informal groups. 2+6=8