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47 (3) BBA-HC-3036

2023

**PERSONALITY AND PERSONAL SKILL
DEVELOPMENT**

Paper : BBA-HC-3036

Full Marks : 80

Time : Three hours

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

1. Answer the following : $1 \times 10 = 10$

(A) Choose the correct option :

(i) Which of the following is/are the
basic source(s) of stress ?

(a) The environment

(b) Social stressors

(c) Physiological

(d) Thoughts

(e) All of the above

Contd.

(ii) Stress management is about learning

(a) how to avoid the pressures of life

(b) how to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life

(c) Both (a) and (b)

(d) None of the above

(iii) Which of the following is/are not a formal group?

(a) Command group

(b) Task forces

(c) Cross-functional teams

(d) Business-unit alliances

(iv) What is emotional intelligence ?

(a) The ability to monitor one's own and other's feelings and one's thinking and actions

(b) The ability to not get angry when provoked

(c) Being able to read other people

(d) Being persistent and enthusiastic when others are flagging.

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

(v) Role conflict refers to the discrepancy between the defined role and perceived role.

(vi) Virtual team members often suffer from low degree of social contacts.

(vii) Positive synergy is an essential characteristic of groups.

(viii) Daniel Goleman has suggested that emotional intelligence consists of six major components.

(C) Fill in the blanks :

(ix) Closing of fist is a _____ gesture of body language. *(positive/negative)*

(x) The part one plays in the overall group structure is known as _____.
(group role/role identity)

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

(i) State the meaning of personality.

(ii) What is self-esteem ?

(iii) Write two objectives of time management.

(iv) What is group cohesion ?

(v) State the meaning of career.

- (vi) Write *any two* advantages of formal groups.
- (vii) What is motivation ?
3. Answer the following : **(any four)** $5 \times 4 = 20$
- (i) Explain the JOHARI window.
- (ii) Explain the reasons for group formation.
- (iii) Explain the objectives of career planning.
- (iv) Elaborate the major determinants of personality.
- (v) State the meaning of motivation. Why is motivation important ? $2+3=5$
- (vi) State the meaning of empathy. Describe the skills through which empathy can be developed. $2+3=5$
4. Answer the following : **(any five)** $8 \times 5 = 40$
- (i) What is sick personality? Discuss the major causes of building up self-rejection among people. $2+6=8$

(ii) What is stress ? Explain the causes of employee stress. 2+6=8

(iii) Write two disadvantages of informal groups. Elaborate the different stages of group formation. 2+6=8

(iv) Explain the psychoanalytical and self theories of personality. 4+4=8

(v) State the meaning of group norms. Explain how the norms develop. 2+6=8

(vi) What is emotional intelligence ? Elaborate its importance to an organization. 2+6=8

(vii) Define personal effectiveness. Discuss the various stages of personal effectiveness. 2+6=8

(viii) Write short notes on : **(any two)** 4+4=8

- (a) Personal grooming
 - (b) Writing etiquettes
 - (c) Mental hygiene
 - (d) Propinquity and Homan's theories of group formation
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