

MCA

Soft skill Development

16-05-2016

Sem IV

(CBCSGS)

QP Code : 26713

(3 Hours)

[Total Marks : 80

- N.B.: (i) Question No 1 is compulsory.
(ii) Answer any four (4) of the remaining six (6) questions.
(iii) Answers to the questions should be grouped and written together.
(iv) Figures on the right indicate full marks assigned to the question.
(v) Do not reveal your identity in the letters and reports

- Q.1 (a) Write a job application letter to apply in XYZ Company for post of web developer. Candidate should have expertise in HTML, Java Script and at least one year experience in web site development. Exposure to web administration and knowledge of DHTML, CSS would be an advantage. Walk in on April 17, 2014 between 11:00 am - 5:00 pm at XYZ Ltd, 17 Singh Road, Dadar, Mumbai 28. 10
(b) Explain in brief the 7 C's of communication. 10
- Q.2 (a) What is the difference between verbal and non-verbal communication? Discuss the importance of each. 8
(b) Why is time management important? As a student what steps can be taken by you to manage your time? 7
- Q.3 (a) The results of the college have been very poor for the last five years. The Management of College has asked the Principal to make a recommendatory report for improving the results. Write the report including a brief statement of the finance required. 8
(b) What is the importance of listening in communication? Discuss the major barriers in the listening process. 7
- Q.4 (a) What is Maslow's Theory of need? How significant is it in determining motivation level of a person? 8
(b) What is stress? How can it be managed? What methods organizations can adopt to reduce stress levels of their employees? 7
- Q.5 (a) Discuss some points to be remembered for meaningful participation in group discussion. 8
(b) What is personality? What are the determinants of personality? 7
- Q.6 (a) Write a notice along with agenda for a meeting of the Student's Council, to plan farewell for the passing out batch of your college. 8
(b) What is the difference between a team and a group? What characteristics are required for a team to be effective? 7
- Q.7 Write Short Note (Any three): 15
(a) Emotional Intelligence
(b) Assertiveness
(c) Grapevine
(d) Smart goals

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