

(i) Printed Pages : 2

Roll No. ....

(ii) Questions : 9

Sub. Code :

0	8	7	1
---	---	---	---

Exam. Code :

0	0	2	2
---	---	---	---

Bachelor of Business Administration 2<sup>nd</sup> Semester  
(2054)

**PERSONALITY DEVELOPMENT AND PROFESSIONAL  
SKILLS**

**Paper—BBA125**

**Time Allowed : Three Hours] [Maximum Marks : 80**

**Note :—**Attempt **FOUR** short answer type questions from Section A. Attempt **TWO** questions each from Sections B and C respectively.

**SECTION—A**

1. Attempt any **FOUR** of the following :

- (a) Define self-concept
- (b) Listening Skills
- (c) Types of Group Discussion
- (d) Sources of Stress
- (e) Strategies for Capacity Building
- (f) Work place Etiquettes.

5×4=20

**SECTION—B**

2. Define Interpersonal Relationships. Discuss its forms. 15
3. Define Time Management. Explain the components and strategies to manage time. 15

4. What is Group Discussion ? Define tips for successful participation in Group Discussion. 15
5. What is Interview ? Explain the different types of Interview. 15

### SECTION—C

6. Define the concept of Learning Organisation. Explain in detail the various ways to transform the organisation into Learning Organisation. 15
7. What is Stress ? Explain the different strategies to control the stress. 15
8. What are the Etiquettes ? Discuss telephone and e-mail etiquettes. 15
9. Define Capacity Building. Describe different strategies for Capacity Building. 15