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**NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA**

**(An Autonomous Institute Affiliated to AKTU, Lucknow)**

**MCA (Integrated)**

SEM:II CARRY OVER THEORY EXAMINATION - AUGUST 2023

**Subject: Soft Skills and Personality Development**

**Time: 3 Hours**

**Max. Marks: 100**

**General Instructions:**

**IMP:** Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of **three Sections -A, B, & C**. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.
2. Maximum marks for each question are indicated on right -hand side of each question.
3. Illustrate your answers with neat sketches wherever necessary.
4. Assume suitable data if necessary.
5. Preferably, write the answers in sequential order.
6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

**SECTION A**

**20**

**1. Attempt all parts:-**

- |      |   |   |
|------|---|---|
| 1-a. | Which of the following is NOT a step in the process of communication? (CO1) | 1 |
|      | (a) Encoding  |   |
|      | (b) Decoding  |   |
|      | (c) Feedback  |   |
|      | (d) Interruption  |   |
| 1-b. | The process of effective communication is incomplete without a: (CO1)       | 1 |
|      | (a) Barrier   |   |
|      | (b) Receiver  |   |
|      | (c) Channel   |   |
|      | (d) Noise   |   |
| 1-c. | Body language refers to: (CO2)  | 1 |
|      | (a) Communicating through written words                                     |   |
|      | (b) Communicating without using verbal language                             |   |
|      | (c) Speaking loudly and clearly   |   |

- (d) Using sign language
- 1-d. Paralanguage refers to: (CO2) 1
- (a) Communication through written words
  - (b) Nonverbal vocal cues
  - (c) Body movements and gestures
  - (d) Facial expressions
- 1-e. During an interview, it is important to: (CO3) 1
- (a) Maintain a relaxed and casual demeanor
  - (b) Arrive late to show your importance
  - (c) Dress professionally and arrive on time
  - (d) Interrupt the interviewer to express your thoughts
- 1-f. What is a DON'T when it comes to nonverbal communication during an interview? (CO3) 1
- (a) Maintaining good posture
  - (b) Using appropriate hand gestures
  - (c) Avoiding eye contact
  - (d) Smiling and using facial expressions
- 1-g. Which of the following is an appropriate email subject line for a job application? (CO4) 1
- (a) "Hey, I really need a job!"
  - (b) "Job Application"
  - (c) "Please consider my application for the position of Marketing Manager"
  - (d) "URGENT: Job application - Read immediately!"
- 1-h. In a professional email, it is best to avoid using: (CO4) 1
- (a) Proper punctuation and capitalization
  - (b) Language full of jargon
  - (c) Clear and specific subject lines
  - (d) Proofreading and editing for errors
- 1-i. What is the appropriate volume level for mobile phone ringers in an office environment? (CO5) 1
- (a) Loud to ensure the call is noticed promptly
  - (b) Medium to avoid missing important calls
  - (c) Silent or vibration mode to minimize disruptions

- (d) None of the options
- 1-j. How should you handle mobile phone notifications in a quiet office environment? (CO5) 1
- (a) Disable notifications or use vibration mode to minimize distractions
- (b) Keep the phone on loud to ensure important notifications are heard
- (c) Respond immediately to every notification, regardless of the noise level
- (d) None of the options

**2. Attempt all parts:-**

- 2.a. Discuss the importance of maintaining eye contact with the audience during a presentation. (CO1) 2
- 2.b. Highlight the key differences between assertive and aggressive communication styles? (CO2) 2
- 2.c. Why is it essential to listen actively during an interview? (CO3) 2
- 2.d. What should you consider when selecting the appropriate tone for your email? (CO4) 2
- 2.e. Describe one way to show appreciation to a colleague at work. (CO5) 2

**SECTION B**

**30**

**3. Answer any five of the following:-**

- 3-a. Explain the process of communication emphasizing the key elements involved in transmitting a message from a sender to a receiver. (CO1) 6
- 3-b. Identify and explain four common barriers to effective communication that can occur within an organization. How can these barriers be overcome? (CO1) 6
- 3-c. You are preparing for a job interview. Explain the importance of dressing appropriately and maintaining good posture during the interview process. Discuss how these elements of appearance and body language can influence the impression you make on the interviewer. (CO2) 6
- 3-d. Explain the concept of assertive communication and provide three key characteristics of this communication style. Give an example of a real-life situation where assertive communication would be beneficial and explain why. (CO2) 6
- 3.e. Discuss the importance of body language during an interview and provide three tips for maintaining positive body language. (CO3) 6
- 3.f. When you send an email to a group of colleagues, how should you address them together? Explain when to use "To," "Cc," and "Bcc" in group emails. Give examples to show when each is appropriate. (CO4) 6

- 3.g. Discuss the importance of maintaining a quiet environment in shared office cubicles. Describe three strategies individuals can use to minimize noise and disturbances for their colleagues. (CO5) 6

### SECTION C

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#### 4. Answer any one of the following:-

- 4-a. You need to talk to people who don't know much about a complicated technical topic. How will you explain it clearly and get them involved? Think about ways to make it easier to understand, how to keep their attention, and why using pictures or good talking skills is important. (CO1) 10
- 4-b. Describe the elements of the communication process and explain how each element contributes to effective communication. Provide examples to support your answer. (CO1) 10

#### 5. Answer any one of the following:-

- 5-a. Explain the significance of nonverbal communication in public speaking. Discuss how nonverbal cues, like vocal tone, facial expressions, and body movements can enhance or worsen a speaker's message. Provide examples of effective use of nonverbal communication in public speaking. (CO2) 10
- 5-b. What are the main characteristics of assertive communication and why is it considered effective and respectful? Cite three scenarios wherein assertive communication can create positive outcomes. (CO2) 10

#### 6. Answer any one of the following:-

- 6-a. If you are invited for an interview and asked to share a difficult work challenge you faced, how would you respond? Use the STAR method (Situation, Task, Action, Result) to provide a detailed answer. Explain how your response demonstrates your skills and qualifications for the position. (CO3) 10
- 6-b. What are the three common challenges you may face during an interview, and how you can effectively overcome those? Provide specific strategies or techniques to overcome these challenges. (CO3) 10

#### 7. Answer any one of the following:-

- 7-a. When writing a professional email, explain the importance of using a clear and concise subject line. Provide an example of an effective subject line and explain why it is appropriate. Answer in Detail. (CO4) 10
- 7-b. Explain the concept of active listening and discuss its importance as a soft skill in personal and professional development. (CO4) 10

#### 8. Answer any one of the following:-

- 8-a. Personal development is essential for professional growth and success. Identify three specific strategies that individuals can engage in to enhance their personal development within the workplace. Explain the benefits of each strategy and provide practical examples of how these can be implemented. (CO5) 10
- 8-b. A positive personality can have a significant impact on workplace dynamics and professional relationships. Discuss the characteristics commonly associated with a positive personality in a work setting. Explain how cultivating these qualities can foster teamwork, leadership, and career advancement. Provide real-life examples to support your answer. (CO5) 10

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