

B.B.A. (Part—II) Semester—IV Examination

MANAGERIAL SKILLS

Paper—BBA/401

Time : Three Hours]

[Maximum Marks : 80

Note :—Attempt ALL questions.

SECTION—A

Write the following answers of the questions by choosing the correct alternative given below :

20×1=20

1. _____ is essential to address the opportunities and challenges to meet new demands of changing economies.

| | |
|------------------------|------------------|
| (a) Skill development | (b) Knowledge |
| (c) Entrepreneur Skill | (d) All of these |
2. _____ is a person who has, or is, continuously coming up with new ideas that they turn into business opportunities.

| | |
|-------------------------|-----------------------------|
| (a) Social Entrepreneur | (b) Life Style entrepreneur |
| (c) Serial Entrepreneur | (d) None of these |
3. Entrepreneur is a/an _____ factor of production because efficiency, talents, organizing skill etc. vary from entrepreneur to entrepreneur.

| | |
|-------------------|-------------------|
| (a) Indispensable | (b) Heterogeneous |
| (c) Intangible | (d) Highly mobile |
4. _____ entrepreneurs are willing to put in those extra hours to make the business succeed.

| | |
|-----------------|------------------|
| (a) Passion | (b) Confident |
| (c) Disciplined | (d) Self-Starter |
5. _____ Communication plays a large role in any manager's daily activities, but especially in organizations that use teams.

| | |
|-------------------|-------------------|
| (a) Intrapersonal | (b) Interpersonal |
| (c) Oral | (d) Written |
6. _____ bridges the gap from where we are to where we want to go.

| | |
|---------------|-----------------|
| (a) Planning | (b) Organizing |
| (c) Directing | (d) Controlling |
7. _____ is the function of management which follows planning.

| | |
|----------------|-----------------|
| (a) Organizing | (b) Controlling |
| (c) Directing | (d) Motivating |

8. Robert Katz identifies _____ types of skills that are essential for a successful management process.
- (a) Technical (b) Conceptual
(c) Interpersonal management (d) All of these
9. In _____ relationships, people are open to new ideas.
- (a) Trust (b) Mindfulness
(c) Respect (d) Effective Communication
10. _____ can allow each partner to have full control over the daily affairs of the business.
- (a) Partnerships (b) Corporation
(c) Wrap-up (d) None of these
11. _____ is asking for proportionally small concessions that haven't been discussed previously just before closing the deal.
- (a) Snow job (b) Low ball
(c) Nibble (d) High ball
12. _____ talent may be innate, or it may be learned.
- (a) Organizational (b) Leadership
(c) Human resource (d) Delegation
13. _____ drives include customers, economy, competitors and regulatory agencies.
- (a) Internal (b) External
(c) Both (a) and (b) (d) None of these
14. Unplanned work schedule, indecision, gossip comes under _____.
- (a) Time Savers (b) Time Utilization
(c) Relaxation (d) Time wasters
15. _____ abilities have a permanent place among the most beneficial life long learning skills :
- (a) Communicative (b) Collaborative
(c) Leadership (d) Creativity
16. _____ interactions are considerate, honest and tactful.
- (a) Effective Communication (b) Respect
(c) Trust (d) Interrelatedness
17. Launching any entrepreneurial venture is _____.
- (a) Motivation (b) Vision
(c) Risky (d) Persuasiveness

18. _____ technique is used to encourage participation from each member of the team.
- (a) Pareto charts (b) Decision Matrix
(c) Brainstorming (d) Flow Chart
19. A _____ is the learned ability to carry out a task with predetermined results often within a given amount of time, energy or both.
- (a) Skill (b) Management
(c) Personality (d) All of these
20. Negotiation use the _____ tactics to pretend that an issue of little or no importance to him/her is very important.
- (a) Chicken (b) Bogey
(c) Brinkmanship (d) Auction

SECTION—B

Write the answers of the following questions in short :—

1. (a) Explain the tools used in problem-solving. 4
- OR**
- (b) Explain the term time management in brief. 4
2. (a) Define the concept of planning skills. 4
- OR**
- (b) What are the qualities of a successful entrepreneur ? 4
3. (a) Define “Entrepreneurship”. 4
- OR**
- (b) What does Business driver mean ? 4
4. (a) Explain the concept “Team Management Skills”. 4
- OR**
- (b) Explain Hierarchy of Skills. 4
5. (a) What is creativity and why creativity matters ? 4
- OR**
- (b) Who is called the Interpersonal Learner ? 4

SECTION—C

Write the long answers of the following questions.

1. (a) What are problem solving skills ? Explain in detail characteristics of problem solving. 8
- OR**
- (b) Explain in detail Interpersonal Communication. 8

2. (a) Explain the different types of Entrepreneurs and its features. 8

OR

(b) Explain the Importance of Business Skills. 8

3. (a) Explain the concept of effective planning for time management. 8

OR

(b) What is Negotiation Skill ? Justify with suitable example. 8

4. (a) Explain Eight Learning styles in detail. 8

OR

(b) How to build great Business relationship ? 8

5. (a) Explain basic requirements of Training Program. 8

OR

(b) How to manage workload by appropriately delegating task and projects to colleagues and subordinates ? 8