

CLASS: B.Com.

15A/97

St. JOSEPH'S COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI – 620 002

SEMESTER EXAMINATIONS – APRIL 2015

TIME: 3 Hrs.

MAXIMUM MARKS: 100

SEM	SET	PAPER CODE	TITLE OF THE PAPER
VI	2012	11UCO630304A	PERSONAL EFFECTIVENESS

### SECTION – A

Answer all the questions:

20 x 1 = 20

Choose the correct answer:

- The frame work for analyzing your strength and weakness:
  - SWOT analysis
  - Soft skills
  - Self discovery
  - Positive attitude
- PDCA cycle, which was later named as:
  - Bench marking
  - Deming wheel
  - Quality circle
  - Joiner triangle
- The communication process begins with:
  - Receiver
  - Messenger
  - Sender
  - Management
- Communicating and conversing with others is called:
  - Personal quality
  - Facial expression
  - Humor
  - Presentation
- One of the secrets of time management
  - Concentration
  - Leadership
  - Self assessment
  - Positive attitude

Fill in the blanks:

- Attitudes are composed from various forms of \_\_\_\_\_.
- \_\_\_\_\_ as a sign of approval in gestures.

8. Ineffective time management is a key source of \_\_\_\_\_.
9. “Motivate and inspire team members” are the role of a \_\_\_\_\_.
10. \_\_\_\_\_ has a greater role to play in building Industrial relations

**State True or False:**

11. PDCA cycle, which was later named as Deming Wheel.
12. “Maintain personal diary” is a process of knowing yourself.
13. Facial expression can be used to express the fear.
14. Listening is not a part of communication.
15. Concentration is not necessary for Time Management.

**Answer in one or two sentences:**

16. What is Quality?
17. What is meant by Attitude?
18. State any one of the uses of facial expression.
19. Who is called as a Leader?
20. What is meant by scheduling?

**SECTION – B**

**Answer all the questions:**

**5 x 7 = 35**

21. a. Explain the importance of knowing yourself.

**OR**

- b. What are the benefits of Quality?

22. a. Explain the important features of attitudes.

**OR**

- b. What are the benefits of a positive attitude?

23. a. What are the special features of communication?

**OR**

- b. Explain the various parts of a body language.
- 24. a. Explain the various ways to improve conversation.

**OR**

- b. Explain the importance of public speaking.
- 25. a. Explain the various leadership strategies.

**OR**

- b. Explain the features of Time Management.

### SECTION – C

**Answer any THREE questions:**

**3 x 15 = 45**

- 26. Explain the Deming wheel method of Quality.
- 27. Explain the benefits of SWOT Analysis.
- 28. Explain the various barriers of communication.
- 29. Explain the role of a team leader.
- 30. What are the various difficulties in Time Management?

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