

(6 pages)

Reg. No. :

Code No. : 20761E Sub. Code : FSBA 21/
FSSL 21/FSAM 21

B.B.A. (CBCS) DEGREE EXAMINATION,
APRIL 2026.

Second Semester

Business Administration/Shipping and Logistics
Management/Aviation Management

Skill Enhancement Course: MANAGERIAL SKILL
DEVELOPMENT

(For those who joined in July 2024 onwards)

Time : Three hours Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Which of the following is not a core competency?
 - (a) Leadership skills
 - (b) Effective communication
 - (c) Physical appearance
 - (d) Problem-solving ability

2. The psychological factor that plays a key role in self-identity is
 - (a) Genetics
 - (b) Personal experiences
 - (c) Random thoughts
 - (d) Financial status
3. The term that describes an individual's ability to recognize their self-worth is
 - (a) Self-identity
 - (b) Self-image
 - (c) Self-esteem
 - (d) Self-concept
4. Self-esteem can be divided into two types:
 - (a) High and low
 - (b) Internal and external
 - (c) Positive and negative
 - (d) Stable and unstable
5. Emotional intelligence leads to better _____ in the workplace.
 - (a) Relationships
 - (b) Conflicts
 - (c) Stress
 - (d) Isolation

6. Which component of emotional intelligence involves understanding others' feelings?
(a) Empathy (b) Sympathy
(c) Philanthropy (d) Resilience
7. What is the process of drawing logical conclusions based on evidence?
(a) Guessing (b) Imagining
(c) Reasoning (d) Ignoring
8. What is the process of forecasting outcomes based on available information?
(a) Prediction
(b) Experimentation
(c) Observation
(d) Memorization
9. Which section of a project report includes graphs and charts?
(a) Literature review
(b) Data analysis
(c) Acknowledgement
(d) References

10. The primary purpose of a viva voce is _____
(a) Promotion (b) Debate
(c) Assessment (d) Entertainment

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) List the factors that influence self-image.
Or
(b) What are the key elements that shape self-identity?
12. (a) Differentiate between high self-esteem and low self-esteem.
Or
(b) What is self-esteem? Discuss its importance.
13. (a) How emotional intelligence leads to leadership effectiveness?
Or
(b) Discuss the importance of emotional intelligence in an organization.

14. (a) Why are creative thinking skills essential for students?

Or

(b) Explain the importance of reasoning in problem solving

15. (a) Identify five important guidelines for conducting a successful meeting.

Or

(b) List the key components of a project report.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) What is a self-concept? What are the types of self-concept?

Or

(b) Define self-confidence. Explain its role in personal and professional success.

17. (a) Explain how self-esteem contributes to overall life satisfaction and happiness.

Or

(b) How do past experiences shape an individual's self-esteem?

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18. (a) Discuss the areas in which emotional intelligence can be applied in organization.

Or

(b) How can emotional competence help individuals adapt to change and uncertainty?

19. (a) Explain the interconnection between mind, brain and behaviour in cognitive processes.

Or

(b) List and briefly describe the different types of thinking skills.

20. (a) Describe the role of audio-visual aids in enhancing the effectiveness of presentations.

Or

(b) Discuss the challenges of online communication and virtual presentations.

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