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47 (2) PPSD 2.1

2013

**PERSONALITY AND PERSONAL
SKILL DEVELOPMENT**

Full Marks : 80

Time : Three hours

**The figures in the margin indicate full marks for
the questions.**

1. Answer the following : 1×10=10

(A) Fill in the blanks :

(i) meetings are conducted only once in the lifetime of a company (Annual General Meeting / Statutory Meeting).

(ii) The term hygiene is derived from Greek word (hygienos / hygienus).

(iii) Norming stage in group formation is followed by (performing / storming).

Contd.

(iv) People who go by facts, are materialistic, do not have any faith in religion and are sceptical are said to have personality (tender minded / tough minded).

(v) can be defined as a systematic process by which one decides his / her career goals and the path to reach these goals. (Career / Career planning).

(B) State True or False :

(vi) Analysis of problem gives the understanding of what should be done in terms of decision-making.

(vii) The contribution of family and social group in combination with culture is known as socialization process.

(viii) Supply of time is elastic.

(ix) Co-operative behaviour occurs when interaction between two persons is mutually gratifying.

(x) Maslow's Need Hierarchy Theory has divided human needs into five categories.

2×5=10

2. Answer the following :

(i) Define customer orientation.

(ii) Define stressors. Give an example.

(iii) Mention any two telephone etiquettes.

(iv) What are virtual teams ?

(v) Define Personality.

3. Answer the following : (Any four)

(i) Distinguish between teams and groups. 5

(ii) Briefly discuss the steps involved in decision-making process. 5

(iii) Why emotional intelligence is required? Briefly state its importance. 2+3=5

(iv) Personal grooming is an important way to refine one's personality. Discuss. 5

(v) What do you mean by sick personality ?
What are the various causes of sick
personality ? Explain. 2+3=5

(vi) What is time management ? How a manager
can make effective use of time in an
organisation ? 2+3=5

4. Answer the following : (Any five)

(i) Explain different types of groups that may
exist in an organisation. 8

(ii) Discuss various business etiquettes. Also
highlight the etiquettes of proper writing.
3+5=8

(iii) Define meeting. What are different types of
meetings ? Discuss them. 2+6=8

(iv) What are different causes of stress building
among employees ? Explain them. 8

(v) Define personal effectiveness. Discuss the
various stages of personal effectiveness.
2+6=8

(vi) Mention the names of various types of
personality and explain any two of them.
Discuss the various determinants of
personality. 4+4=8

(vii) What is Body Language ? Write two
advantages and two disadvantages of body
language. Write three different types of body
language. 1+4+3=8

(viii) Write two needs of career planning. Explain
the various career stages. Support your
answer with a suitable diagram. 2+6=8