

KAMARAJ COLLEGE (Autonomous)

Accredited with A+ Grade by NAAC

(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)

THOOTHUKUDI – 628 003

(5 Pages)

Reg. No:

Question. Code No : 25E02604 Sub Code : 24USBA21/24USSL21

UG Degree - End Semester Examinations, April 2025

Second Semester

B.B.A / B.B.A SHIPPING AND LOGISTICS

SEC - Managerial Skill Development

(For those who joined in July 2024 onwards)

Time : 3 Hours

Maximum : 75 Marks

PART - A (10 × 1 = 10 Marks)

Answer ALL Questions

Choose the correct answer :

1. What does self-confidence mean?
 - (a) Acting like you're better than others.
 - (b) Trusting your own abilities and judgement.
 - (c) Always being perfect.
 - (d) Depending on others for approval.

2. Why is skill analysis important?
 - (a) To know where you can excel.
 - (b) To avoid failure at all costs.
 - (c) To copy successful people.
 - (d) To follow trends.
3. What defines high self-esteem?
 - (a) Doubting yourself.
 - (b) Believing in your worth.
 - (c) Seeking other's approval.
 - (d) Avoiding risks.
4. What does appreciative intelligence involve?
 - (a) Focusing only on problems.
 - (b) Recognizing and building on strengths.
 - (c) Ignoring challenges.
 - (d) Avoiding new ideas.
5. What do negative emotions usually do?
 - (a) Broaden our perspective.
 - (b) Narrow our focus.
 - (c) Improve problem solving.
 - (d) Increase empathy.
6. What does the "I" in the ICEDIP model stands for?
 - (a) Information.
 - (b) Intuition.
 - (c) Involvement.
 - (d) Insight.
7. What kind of thinking is used to reach a specific, correct conclusion?

- (a) Divergent thinking. (b) Convergent thinking.
(c) Critical thinking. (d) Creative thinking.
8. What is the primary goal of brainstorming?
- (a) To criticize ideas.
(b) To generate many ideas without judgement.
(c) To find one perfect solutions.
(d) To implement the first idea.
9. What makes presentation effective?
- (a) Speaking quickly (b) Engaging the audience
(c) Reading slides (d) Using complex words
10. How can you demonstrate professional etiquette in the workplace?
- (a) By speaking loudly to be heard
(b) By respecting other's time and space
(c) By avoiding teamwork
(d) By never accepting feedback

PART – B (5 X 5 = 25 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 250 words.

11. (a) How does self-concept affects the way of learning?

(OR)

(b) Why is positive self-image important?

12. (a) What is high self-esteem?

(OR)

(b) In what ways can the result of a personality mapping test influence decision making and goal setting?

13. (a) What is the six phase model of creative thinking?

(OR)

(b) Discuss the impact of both positive and negative emotional on mental health and well being.

14. (a) How does behaviour relate to the mind and brain?

(OR)

(b) How does brainstorming help in generation of new ideas?

15. (a) What are the key components to include when reporting a case analysis?

(OR)

(b) Explain the do's and don'ts of answering in viva.

PART – C (5 X 8 = 40 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 500 words.

16. (a) How does accepting change help in improving and learning new skills?

(OR)

(b) What is self confidence and why it is important?

17. (a) People with appreciative intelligence can turn challenges into opportunities - Elaborate it.

(OR)

(b) Describe different ways to measure self esteem.

18. (a) How does emotional intelligence contribute to effective leadership and organisational success?

(OR)

(b) What are the key steps in ICEDIP model and how do they help in problem solving?

19. (a) Discuss the importance of creative thinking in fostering innovation and overcoming challenges.

(OR)

(b) Explain the process of creative evaluation and its significance in decision making and problem solving.

20. (a) Differentiate between the oral presentation and a meeting.

(OR)

(b) What are the essential professional etiquettes one should follow in a workplace?