

**PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)**

**BVoc DEGREE EXAMINATION DECEMBER 2025  
(Second Semester)**

**Branch - NETWORKING AND MOBILE APPLICATIONS**

**MANAGERIAL SKILLS**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Why are 21st-century skills important for managers? a) They focus solely on financial management. b) They enhance the ability to adapt to changing environments and improve team dynamics. c) They eliminate the need for traditional management skills. d) They are only relevant in the technology sector.	K1	CO1
	2	What is the first dimension of emotional intelligence? a) Empathy                      b) Self-regulation c) Self-awareness              d) Social skills	K2	CO3
2	3	Effective planning should include which of the following elements? a) Clear objectives              b) Spontaneity c) Ignoring deadlines              d) Disregarding resources	K1	CO1
	4	What is essential for building an effective team? a) Individual goals              b) Hierarchical structure c) Avoiding conflicts              d) Clear communication	K2	CO3
3	5	Which of the following is an example of nonverbal communication? a) Making eye contact              b) Giving a presentation c) Sending a text message              d) Sending a text message	K1	CO1
	6	What is the primary purpose of communication protocols? a) To confuse the sender b) To establish rules for data exchange c) To limit communication d) To encourage miscommunication	K2	CO3
4	7	What is the first step in the decision-making process? a) Identifying the problem              b) Implementing the decision c) Evaluating the outcome              d) Analyzing options	K1	CO1
	8	What technique can be used to generate creative solutions to a problem? a) Brainstorming                      b) Groupthink c) Overanalyzing                      d) Avoiding collaboration	K2	CO3
5	9	Which of the following is a dimension of empowerment? a) Control over decisions b) Limited communication c) Dependence on management d) Ignoring employee feedback	K1	CO1
	10	Which characteristic is essential for a conducive work environment? a) High levels of stress                      b) Lack of support c) Rigid structures                      d) Open communication	K2	CO3

Cont...

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Elaborate about the importance of competent managers.	K2	CO2
	(OR)			
	11.b.	Explain about the skills of effective managers.		
2	12.a.	Classify the time management techniques and its strategies.	K3	CO3
	(OR)			
	12.b.	Examine the importance of handling grievances and problem solving as well as building relationship with details.		
3	13.a.	Construct the concept of social etiquette and its importance.	K3	CO3
	(OR)			
	13.b.	Demonstrate the managing communication and communication protocols.		
4	14.a.	Blueprint the decision-making skills and its importance.	K4	CO4
	(OR)			
	14.b.	Explain about the professionalism and its role at the work place.		
5	15.a.	Examine the dimensions of empowerment and developing empowerment in details.	K4	CO4
	(OR)			
	15.b.	Outline the occupational hygiene and managing stress in work place.		

**SECTION - C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Analyze about the concept of self-knowledge and dimensions of emotional intelligence.	K4	CO3
2	17	Appraise about the developing teams and importance of team work and its advantages in details.	K5	CO4
3	18	Evaluate about the building relationship for developing positive interpersonal communication.	K5	CO4
4	19	Estimate about the problem-solving steps and process and techniques of problem solving with example.	K5	CO4
5	20	Explain about the occupational safety and health at work place.	K6	CO5

Z-Z-Z

END