

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)  
BVoc DEGREE EXAMINATION MAY 2024  
(Second Semester)

Branch – NETWORKING & MOBILE APPLICATION

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	At what level of an organization does a corporate manager operate? (a) Top level (b) Middle level (c) lower level (d) Functional level	K1	CO1
	2	Anger management skills are an example of managing _____ (a) Anxiety (b) Anger (c) feelings (d) Stress	K2	CO1
2	3	What is common time management mistake? (a) Procrastination (b) Taking break (c) Manage distractions (d) Scheduling task	K1	CO2
	4	The cumulative action of a team in which an individual member keeps aside his interests and opinions to fulfill the objectives or goal of the group is known as _____ (a) Team (b) Group (c) Teamwork (d) Club	K2	CO2
3	5	Choose the main objective of managing communication is _____ (a) Need (b) Skill and personality development (c) Control and management (d) Information and persuasion	K1	CO3
	6	Examples of interpersonal skills are _____ (a) The skill to establish a lasting partnership (b) Knowing oneself and dealing with inner problems (c) The desire to help, care, and sympathize with (d) The skill to develop positive relationships through effective communication	K2	CO3
4	7	A decision which is taken to meet unexpected situation _____ (a) Problem decision (b) Certainty decisions (c) Crisis decisions (d) Organizational decision	K1	CO4
	8	_____ mainly focuses on the specific authority that guides subordinates about what work has to be done and how it has to be done. (a) Division of work (b) Authority and responsibility (c) Discipline (d) Unity of commands	K2	CO4
5	9	Which of the following is part of the delegation process? (a) Selecting the right person for the task (b) Removing authority and responsibility (c) Designing organization structure (d) Receiving feedback	K1	CO5
	10	_____ skills are very important in managing the effects of stress. (a) Interpersonal skills (b) Time management (c) Communication (d) Problem solving	K2	CO5

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.	Analyze the importance of competent managers.	K4	CO1
	(OR)			
	11.b.	Examine the role of developing managers in Emotional Intelligence.		
2	12.a.	Plan to improve your organizational skills at the workplace.	K3	CO2
	(OR)			
	12.b.	Identify the advantages of Team work.		
3	13.a.	Summarize the objectives of managing communication.	K2	CO3
	(OR)			
	13.b.	Explain the role does interpersonal communication play in the individual and organizational life.		
4	14.a.	Identify the important role at the workplace in professionalism.	K3	CO4
	(OR)			
	14.b.	Construct the techniques of problem solving in decision making.		
5	15.a.	Explain the dimensions of Empowerment.	K5	CO5
	(OR)			
	15.b.	Evaluate the elements of delegation.		

**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	List out and explain the skills of effective managers.	K4	CO1
2	17	Discuss the different strategies of time management in organization.	K1	CO2
3	18	Explain the rules of Social etiquette.	K5	CO3
4	19	Determine the steps involved in organizational decision making process.	K5	CO4
5	20	Elaborate the individuals' management techniques for managing stress.	K6	CO5