

Professional Course Exam., 2020

(2nd Semester)

BACHELOR OF COMPUTER APPLICATIONS

(Personality and Soft Skills Development)

Full Marks : 75

Time : 3 hours

The figures in the margin indicate full marks for the questions

- 1. (a) Write a short note on any one of the following : 5
 - (i) Character as a component of personality
 - (ii) Personality
- (b) Discuss the importance of communication skills in personality development. 10
- 2. (a) Write briefly on (any one) : 5
 - (i) Motivation
 - (ii) Good leadership
 - (iii) Goal setting
- (b) What is time management? State the importance of effective planning in time management. 10

3. (a) What is e-mail communication? Discuss the basic etiquette of e-mail communication. 5+10=15

OR

(b) Respond to the following advertisement : 15

Applications in plain paper are invited for the post of system administrator at Springdale Higher Secondary School, Mission Veng, Aizawl. Applicant must be a graduate in Computer Science from a reputed institute. Those with experience will be given preference. Application must reach the Principal, Springdale Higher Secondary School, Mission Veng, Aizawl on or before 15th October, 2020 with relevant necessary details. Provide resume.

4. (a) As a Manager of Zozam Computer Store, write a letter of complaint to a firm of your choice for sending goods which were of poor qualities. Reply to the complaint with an adjustment letter. Furnish necessary details. 15

OR

(b) As the owner of a bookstore, write an enquiry letter to a firm asking for books of your choice. Reply with a quotation letter. Furnish necessary details.

5. (a) Write a summary or abstract of the passage given below : 5

True, it is the function of the army to maintain law and order in abnormal times. But in normal times there is another force that compels citizens to obey the laws and to act with due regard to the rights of others. The force also protects the lives and properties of law abiding men. Laws are made to secure the personal safety of its subjects and to prevent murder and crimes of violence. They are made to secure the property of the citizens against theft and damage to protect the rights of communities and castes to carry out their customs and ceremonies, so long as they do not conflict with the rights of others.

Now the good citizen, of his own free will obey these laws and he takes care that everything he does is done with due regard to the rights and

well-being of others. But the bad citizen is only restrained from breaking these laws by fear of the consequence of his actions. And the necessary steps to compel the bad citizen to act as a good citizen are taken by this force. The supreme control of law and order in a State is in the hands of a Minister who is responsible to the State Assembly and acts through the Inspector General of Police.

- (b) Discuss the front matter and back matter of a Report with illustrations.

10
