

Professional Course Examination, 2021

(2nd Semester)

BACHELOR OF COMPUTER APPLICATIONS

Course : BCA/2/CC/07 (New)

(Personality and Soft Skills Development)

Full Marks : 60

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) Behavioural traits
 - (iii) Attitude
- (b) “It (communication) involves systematic and continuing process of telling, listening and undertaking.” Discuss the role of communication in personality development. 10

OR

- (c) Can personality be developed? Discuss. 15

2. Write short notes on any **three** of the following : 5×3=15

- (a) Concept of motivation
- (b) E-mail etiquette
- (c) Importance of goal setting
- (d) Good leadership

3. (a) What is e-mail communication? Describe the etiquettes one must follow in e-mail communication. 15

OR

(b) Respond to the following advertisement : 15

Applications are invited for the post of an Accounts Officer. The candidate should be an M.Com. or Chartered Accountant and should have at least five years experience in budgeting and compilation of accounts. Apply within 15 days to the Director of Accounts & Treasury Department, Zarkawt, Aizawl, Mizoram. Provide Resume. 15

4. (a) As the Librarian of your College, write a letter to T. S. Publishing Company, New Delhi-110001, M. G. Road complaining about the 40 books which arrived in a damaged condition and ask for a replacement. 15

OR

(b) Write a letter of enquiry to a shoe factory for different kinds of shoes for your shop. Reply with a quotation. (Furnish necessary details) 15

5. Oral Communication : To be conducted in the college. 15

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