

2016

( 2nd Semester )

BACHELOR OF COMPUTER APPLICATIONS

Paper No. : BCA-201

( Personality and Soft Skills Development )

( New Course )

Full Marks : 60

Time : 3 hours

*The figures in the margin indicate full marks  
for the questions*

1. Answer any *three* from the following :  $10 \times 3 = 30$
- (a) Identify the techniques for managing time effectively in life and work.
  - (b) What are the components of personality development? Explain.
  - (c) Explain the different skills and knowledge a leader must possess in order to influence others.
  - (d) Describe in brief the techniques for writing effective e-mail.

2. (a) Assuming that you are the Purchase Officer of T/M Enterprises, Bara Bazar, Aizawl, place an order for the following items to BZ Electronics, Durtlang, Aizawl : 7½

Keyboard	15
Mouse	20
Speaker	30

Or

- (b) Write a letter of application in response to the advertisement given below : 7½

Wanted an Account Officer on a salary of ₹ 8,400 p.m.

Graduates between 28-35 years, having at least 5 years experience in accounting. Apply with particulars to Director, Art and Culture Dept., Aizawl. - 6

3. (a) Draft a letter inviting quotations for the regular supply of stationery items to be used in your office. Invent necessary details regarding their number, quality, color, etc. 7½

Or

- (b) You are the Manager of a Departmental Store. You had ordered 7 pair of curtains. When the goods arrive, you find that neither the texture nor the color is correct. Write a complaint/claim letter demanding their replacement. 7½

( 3 )

4. Write short notes on the following : 5×3=15

(a) E-mail etiquette - 5

(b) Goal setting - 3

(c) Motivation - 7

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