

END SEMESTER EXAMINATION, MAY - 2026**B.B.A. Semester - IV****Subject Name: Soft Skill-II****Subject Code: BBA406****Time allotted: 03 Hours****Max. Marks: 100****Note: Read all the instructions carefully.**

Q.1		VERY SHORT ANSWER QUESTIONS – Attempt All.	(10x2 = 20 Marks)
a.	Why are soft skills important? A. They improve interaction and career growth C. They are useful only in school	B. They replace technical skills completely D. They are not necessary	CO 1
b.	Adaptability means: A. Refusing change C. Ignoring instructions	B. Adjusting to new situations D. Avoiding learning	CO 1
c.	Which skill helps in building good relationships at work? A. Communication C. Laziness	B. Arguing D. Silence	CO 1
d.	State whether True or False: i) Positive thinking helps in improving both personal and professional life. (True/False) ii) Negative self-talk has no impact on performance. (True/False)		CO 1
e.	Fill in the blanks from the given options in the bracket for each sentence: i) Positive thinking helps in building a strong _____. (abomination / personality) Smiling and maintaining eye contact makes you more _____. (confident / insolent)		CO 2
f.	Match the following and choose the correct alternative from the one's given hereunder (in context of non-verbal communication): A-Proxemics B-Chronemics C-Haptics i) A-II / B-I / C-III ii) C-I / A-II / B-III iii) B-II / C-I / A-III iv) None of the above is correct	I-Physical Touch II-Space & Distance III-Valuing Time	CO 2
g.	Mention any two causes of procrastination.		CO 2
h.	How does humour improve communication?		CO 2
i.	Define ethics and etiquette.		CO 2
j.	Why is concentration important for memory management?		CO 2
Q.2		SHORT ANSWER QUESTIONS – Attempt any Five.	(5x4 = 20 Marks)
a.	Define Soft Skills. Briefly, explain its key aspects.		CO 3
b.	Your friend asks you to help them cheat in an exam. How would you respond without hurting the friendship?		CO 3
c.	A person constantly interrupts others while speaking. How can this affect relationships, and what should they do?		CO 3
d.	Your teammate appreciates everyone's efforts. How does this behavior influence group dynamics?		CO 3
e.	A person has good skills but poor body language. How can improving body language make them more attractive?		CO 4
f.	A person spends money impulsively and later regrets it. What advice would you give to manage money wisely?		CO 4
g.	A student ignores studies due to a relationship. What balanced approach should they follow?		CO 4
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Q.3		STRUCTURED QUESTIONS – Attempt any Three.	(3x10 = 30 Marks)
	a.	Explain the relationship between health and personality. How does good health influence personal development?	CO 4
	b.	Explain the importance of regular exercise in maintaining physical and mental health.	CO 4
	c.	Discuss the role of a balanced diet in maintaining good health and improving performance.	CO 5
	d.	What are common behavioral mistakes in the workplace? Explain their impact on professional relationships.	CO 5
Q.4		Case Analysis/ Situation Based QUESTIONS – Attempt any Two.	(2x15 = 30 Marks)
	a	Rohan works in a corporate office where deadlines are tight and stress levels are high. To lighten the mood, he often cracks jokes during meetings. While some colleagues enjoy his humour, others feel he sometimes crosses professional boundaries and distracts the team. Recently, his manager warned him to be more mindful. Rohan now feels confused about how to balance humour and professionalism. Questions: - How can humour be used effectively in the workplace without being inappropriate? - What role does business etiquette play in this situation? - Suggest ways Rohan can maintain professionalism while keeping a positive atmosphere.	CO 5
	b	Ananya is preparing for her final exams but finds it difficult to remember what she studies. She studies for long hours but often feels distracted and forgets key concepts during tests. She also uses her phone frequently while studying, which affects her concentration. Her teacher advises her to adopt better study techniques and improve focus. Questions: - What mistakes is Ananya making in managing her mind and memory? - Suggest effective techniques to improve her memory. - How can she improve her concentration while studying?	CO 6
	c	A group of college students notice that their campus is becoming polluted due to littering and excessive plastic use. Although they feel concerned, most of them ignore the issue, thinking it is not their responsibility. One student, Meera, decides to take initiative and encourages others to act responsibly and spread awareness. Questions: - Why is caring for the environment important in daily life? - What steps can students take to reduce pollution on campus? - How can Meera motivate others to take responsibility?	CO 6
