



THE AMERICAN COLLEGE, MADURAI
(An Autonomous Institution Affiliated to Madurai Kamaraj University)
Re-accredited (2nd Cycle) by NAAC with Grade “A”, CGPA – 3.46 on a 4-point scale
Backlog Arrear Examination, March 2021

BBA 2227

PERSONALITY DEVELOPMENT AND SOFT SKILL

Time: 2 Hours

Marks: 60

Part – A

Answer any four questions

4 x 15 =60 Marks

1. What is Goal setting? Discuss in detail the stages of goal setting and importance of goal setting.
2. Explain the importance of interpersonal skills. What are the some examples of interpersonal skills?
3. Describe the business etiquette. Why is business etiquette important in the workplace?
4. Explain the various factors which determine individual behaviour.
5. Define the term “Team”. Discuss in detail the importance of Team and the role of Team leader.
6. Briefly elaborate on the merits and demerits of democratic leadership style.
