

**UNIVERSITY INSTITUTE OF APPLIED MANAGEMENT SCIENCES  
PANJAB UNIVERSITY, CHANDIGARH**

**MID SEMESTER EXAMINATIONS- MBA (SECTORAL MANAGEMENT) –  
2 SEM-MAY, 2021**

**IMPORTANT INSTRUCTIONS:**

- 1) Please download the Question Paper immediately on receipt of the same.
- 2) Mark your attendance online After Receiving the Question Paper
- 3) **Select the Relevant Question Paper as per your Sectoral Area of Study/Functional Area**
- 4) Please put Roll No, Subject Code, Page No. and Signatures on all pages of the answer sheet
- 5) Maximum Number of pages in Answer Sheet are 16.
- 6) Timing of Examinations are 2.30 p.m. to 4.30 p.m.
- 7) Attempt Questions as per instruction in the question paper. ALL Questions carry Equal Marks
- 8) **YOU ARE REQUIRED TO ATTEMPT THE ANSWERS IN YOUR OWN HANDWRITING IN BLUE/BLUE BLACK PEN.**
- 9) Preserve the original Answer Sheet. It may be required to be submitted at a later date.
- 10) The candidate will be required to **submit a single PDF file of his/her answer sheet** from their registered email address to the **NEW GOOGLE FORM** link <https://forms.gle/xAG17wNPWgKXKMWE6> within 90 minutes from completion of examination till 6.00 p.m. (for Evening Session exam.) on the day of examination.
- 11) The candidate will be required to **submit his/her attendance** on the Google Form link <https://forms.gle/ETCV6OTaTtyShLoc9> upto 3.00 p.m. (Evening session exam.) on the day of examination.

**UNIVERSITY INSTITUTE OF APPLIED MANAGEMENT SCIENCES  
PANJAB UNIVERSITY CHANDIGARH**

---

**MID TERM EXAMINATION OF MBA 2<sup>ND</sup> SEMESTER, MAY 2021  
ALL SECTORS**

**PAPER TITLE: WORKSHOP ON SOFT SKILLS**

**PAPER CODE: MBA-2005**

**MAX. MARKS: 15**

**TIME: 2 HOURS**

**Note: Attempt any 3 questions out of 5. All questions carry equal marks.**

Q 1 Define in your own words soft skills and their characteristics. Elaborate how the changing business environment has had an impact on soft skills .

Q 2 Evaluate the importance of communication . Explain the communication cycle and its elements

Q 3 What in your opinion are the best techniques to manage a reasonable balance between work, family and social life.

Q 4 Good listening is critical for being successful . Comment. What are the major obstacles to listening?

Q 5 Write notes on -

- a) Distortions in communication .
- b) Tips on Effective speaking .