

**CREDIT BASED FIRST SEMESTER B.A. DEGREE EXAMINATION
OCTOBER/NOVEMBER 2009**

SECRETARIAL PRACTICE

PAPER I – SECRETARIAL FUNCTIONS

Time: 3 Hrs

Max. Marks: 70

Instructions: Answer all questions strictly following the choice provided.

1. a) Choose the correct answer from the given choice: **1x5=5**
1. Keeping the Minister informed about the working of the Department is Function of Secretary of a Government Department.
a) Executive b) Administrative c) Advisory d) None of the above.
 2. Unaccompanied minor is a child up to the age of, who travels alone not accompanied by an adult.
a) 18 b) 16 c) 12 d) None of the above
 3. is one of the News Agencies.
a) PTO b) UNO c) Reuter d) Crest
 4. is one of the classification of files.
a) Horizontal Filing b) Alpha-numeric Filing
c) Pigeonhole Filing d) Spike Filing
 5. In Hotel Reservation, 'MAP' refers to
a) Modified Atlantic Plan b) Modified All-in-one Plan
c) Modified American Plan d) Metropolitan Area Plan.
- b) Match the following. **1x5=5**
- | | |
|-------------------------|--|
| 1. Itinerary | a) Fourth Estate |
| 2. Chronological Filing | b) City Corporation |
| 3. Chief Secretary | c) Filing documents according to the date |
| 4. Press | d) Non-Profit Association |
| 5. Sports Club | e) A description of a customer's travel plan |
| | f) Head of the State Government Secretariat under Chief Minister |

UNIT- I

2. Write short note on any **ONE** of the following in about 4-6 sentences. **5x1=5**
- a) Secretary of a Government Department.
 - b) Role of the Secretary.
3. Answer any **ONE** of the following in about 10-12 sentences. **10x1=10**
- a) State and explain the qualities required to be an efficient Secretary.
 - b) Bring out the statutory duties performed by the Company Secretary.

UNIT– II

4. Write short note on any **ONE** of the following in about 4-6 sentences. **5x1=5**
- Attributes of Front Office Personnel.
 - Types of Hotel Plans.
5. Answer any **ONE** of the following in about 10-12 sentences. **10x1=10**
- What are the Reception duties of Front Office Personnel? Explain.
 - State and explain the documentation services provided by the Travel Agencies.

UNIT– III

6. Write short notes on any **TWO** of the following in about 4-6 sentences. **5x2=10**
- Editorial
 - Commercials
 - Supplements and Photo journalism
7. Draft a Press Note from the District Commissioner of Dakshina Kannada about the construction, alteration, extension or demolition of houses, buildings in the City Corporation areas requiring prior permission from the Corporation. **05**

UNIT– IV

8. Write short note on any **ONE** of the following in about 4-6 sentences. **5x1=05**
- Objectives of Records Management
 - Essentials of good Filing System.
9. Answer any **ONE** of the following in about 10-12 sentences. **10x1=10**
- Define Filing. What are its importance? Explain.
 - Mention the different types of classification of filing. Explain any two with suitable illustrations.

CREDIT BASED FIRST SEMESTER B. A. DEGREE EXAMINATION
OCTOBER 2012

SECRETARIAL PRACTICE - I

Time: 3 Hrs

Max. Marks: 80

SECTION - A

1. A) Answer the following: 5X1=5
- a) Mention any two soft skills.
 - b) Expand the acronym SWOT.
 - c) State any one of the Leadership Styles.
 - d) What is meant 'Eustress'?
 - e) Expand the abbreviation GD.
- B) Match the following: 5X1=5
- | | |
|---------------------------------|---|
| a. Vilfred Pareto | 1. 'SMART' Goal |
| b. Stress | 2. Strategies for Developing Confidence |
| c. Constantly criticize oneself | 3. Time Waster |
| d. Emphasize strengths | 4. Negative self-image |
| e. Procrastination | 5. 80:20 Rule |
| | 6. Person's experience of emotions
Those are painful |

SECTION - B

2. Answer any TEN of the following: 10X2=20
- a. What is meant by 'superiority complex' ?
 - b. State any two Habits of highly effective people as referred by Stephen R. Covey.
 - c. Mention any two practical benefits of public speaking.
 - d. Explain the term 'Paralanguage'.
 - e. What is meant by Time Management?
 - f. State any two types of GD.
 - g. Mention any two habits of poor listening.
 - h. List out any two symptoms of Stress.
 - i. What are the two types of Groups?
 - j. Bring out the significance of 'Body Language' in Communication.
 - k. What refers to the word 'Weakness' in the acronym SWOT?
 - l. State any two steps to successful time management.

SECTION - C

3. Write short notes on any FOUR of the following not exceeding 4 – 6 sentences each. 4X5=20

- a. Inferiority Complex
- b. Communication skills in GD.
- c. Time Management Matrix
- d. Team Building process.
- e. SMART goal

SECTION - D

4. Answer any THREE of the following not exceeding 2 pages each.

3X10=30

- a. “SWOT analysis distinguishes between where you are today, and where you could be in the future.” Comment.
- b. “To listen effectively, we must be ‘active’ listeners in the communication process. Passive listening is not quite good enough.” In the light of the given statement, bring out the importance of listening highlighting its benefits.
- c. Define communication. Explain the process of communication.
- d. State and explain the various leadership styles.

CREDIT BASED FIRST SEMESTER B.A. DEGREE EXAMINATION

OCTOBER 2013

SECRETARIAL PRACTICE

Paper I: Soft Skills and Personality Development

Time: 3 Hrs

Max. Marks: 80

Instructions: Answer all questions strictly following the choice provided

SECTION – A

1. A) Fill in the Blanks:

5x1=5

- a. Attention is the rarest and purest form of _____
- b. _____ is the process by which the receiver interprets the message and translates it into meaningful information.
- c. A person's _____ is one's mental picture.
- d. _____ is a process of examining or considering something in detail in a group.
- e. Time Management is actually _____

B) Match the following:

5x1=5

- | | |
|---|----------------------|
| a. Positive stress | 1. Group |
| b. Subordinates are consulted before
decisions are taken | 2. Gestures |
| c. People committed to a common goal | 3. Self-confidence |
| d. Having a positive and realistic perception of
ourselves and our abilities | 4. Team |
| e. Communicate without words | 5. Democratic Leader |
| | 6. Eustress |

SECTION – B

2. Answer any TEN of the following:

10x2=20

- a. Who discovered the 80:20 Rule and why?
- b. Define Communication.
- c. What is meant by negative self-image?
- d. Mention any two leadership styles.
- e. Explain the term 'stress'.

- f. Mention any two Habits referred by Stephen R. Covey.
- g. Explain the term 'Proxemics'.
- h. Expand the acronym 'KISS' in communication.
- i. What is meant by Soft Skills?
- j. Mention any two common poor listening habits.
- k. What is meant by procrastination?
- l. Mention any two negative effects of stress on your thoughts and feelings.

SECTION – C

Write short notes on any FOUR of the following not exceeding 4-6 sentences each. 4x5=20

3. SWOT
4. Superiority complex
5. Art of listening
6. GD
7. Goal Setting

SECTION – D

Answer any THREE of the following not exceeding 2 pages each: 3x10=30

8. Explain how the negative images be transformed into positive one.
9. "It is not Time Management, but is Self Management". Do you agree? Comment.
10. State and explain the different aspects of Body language used during effective communication.
11. Who is a leader? Explain the qualities of an effective leader.

CREDIT BASED FIRST SEMESTER B.A. DEGREE EXAMINATION

OCTOBER 2013

SECRETARIAL PRACTICE – I

Secretarial Functions – I

Time: 3 Hrs

Max. Marks: 70

Answer all the questions:

1. a) **Fill in the Blanks:** 5x1=5
- i. Private secretary is employed by a _____.
 - ii. Crest refers to the _____ of a newspaper.
 - iii. In the context of documentation 'ENCR' stands for _____.
 - iv. The purpose of indexing is to facilitate the location of _____.
 - v. In chronological method of filing, the papers are arranged in the order of _____.
- b) **Write 'TRUE' or 'FALSE':** 5x1=5
- i. A secretary act as a connecting link between managing committee and office staff.
 - ii. In a letter to the Editor the editor expresses his personal opinion or grievance on a specific subject.
 - iii. In India, Government is the largest source of tourism-related information.
 - iv. Business visa is valid for 6 years.
 - v. Index is a ready guide to the location of the required file.

UNIT - I

2. a Distinguish between a private secretary and the company secretary. 5
- b. Define the term 'secretary'. Explain the qualities required of an efficient secretary. 10

OR

3. a Write a note on Secretary of an Association. 5
- b. Explain the functions of Secretary of a Government Department. 10

UNIT - II

4. a Write a note on Business Travel. 5
- b. Explain the term Travel Itinerary. Prepare 2 days tour itinerary to Bangalore for a group of 25 students of your college. 10

OR

5. a. Discuss briefly the essential attributes of a Front Office Management. 5
b. What are the documents required for International travel? Explain. 10

UNIT – III

6. Answer any TWO of the following: 2x5=10
a. Middles and News Agencies
b. Editorial and Reviews.
c. Supplements and photo journalism.
7. Write a letter to the Editor of 'The Deccan Herald' regarding bad condition of roads which is in need of repair. 5

UNIT – IV

8. a. What is meant by Records Management? Explain briefly its objectives. 5
b. What are the different methods of classification of files? Explain. 10
- OR**
9. a. What is meant by Indexing? What are its advantages? 5
b. Explain the essentials of a good filing system. 10

SEP 101.2

Reg. No.

CREDIT BASED FIRST SEMESTER B.A. DEGREE EXAMINATION

OCTOBER 2014

SECRETARIAL PRACTICE

Paper I: Soft Skills and Personality Development

Time: 3 Hrs

Max. Marks: 80

Instructions: Answer all questions strictly following the choice provided

SECTION – A

1. **Match the following:** 5x1=5

- | | |
|-------------------|------------------|
| a. Soft Skills | 1. Body Language |
| b. Handshake | 2. People Skills |
| c. Prioritization | 3. Sharing |
| d. Team Work | 4. Time Saving |
| e. SWOT Analysis | 5. Depression |
| | 6. Scaleable. |

2. **State True or False** 5x1=5

- a. Communication process begins with the receiver.
- b. Listening is emotional where as hearing is physical.
- c. Storming is a process of developing close relationship among the members.
- d. Leader is not a motivator in a team.
- e. Stomach ache is a physical symptom of stress.

SECTION – B

3. **Answer any TEN of the following:** 10x2=20

- a. Mention any two attributes regarded as Soft skills
- b. What is meant by Self ego factor?
- c. Expand SWOT
- d. Write any two benefits of effective speaking.
- e. What is meant by Eustress?
- f. What is meant by 80:20 Rule?
- g. State any two skills needed for Team Work.
- h. Write any two roles played by a Team Leader.

- i. Mention any two types of Stress.
- j. What is meant by procrastination?
- k. Who is a leader?
- l. Explain Prioritization.

SECTION – C

4. Answer any FOUR of the following:

4x5=20

- a. Define Communication explain the process of Communication.
- b. “Self-confidence lessens failure” Explain
- c. Describe the benefits of good listening.
- d. “Together everyone achieves more” Explain.
- e. What are the steps to be followed to set up a SMART goals.

SECTION – D

5. Answer any THREE of the following:

3x10=30

- a. Soft skills help in fine tuning personality –Elucidate.
- b. What is Stress? Explain the symptoms of Stress.
- c. Explain Interpersonal Relationship with the help of Joharis window.
- d. Explain the process of team building.

CREDIT BASED FIRST SEMESTER B.A. DEGREE EXAMINATION

OCTOBER 2015

SECRETARIAL PRACTICE

Paper I: Soft Skills and Personality Development

Time: 3 Hrs

Max. Marks: 80

Instructions: Answer all questions strictly following the choice provided

SECTION – A

1. A) Match the following:

5x1=5

- | | |
|--------------------------------------|---------------------------|
| a. Paralanguage | 1. Pseudo Listener |
| b. People who pretend like listening | 2. Forming |
| c. Time Management Matrix | 3. Active Listener |
| d. Emotional sign of stress | 4. Tone of Voice |
| e. Team building process | 5. Prioritization of work |
| | 6. Feeling Anxious |

2. State True or False.

5x1=5

- Insomnia is physical symptom of stress.
- 80:20 rule is discovered by Wilfred Britto.
- Reasoning ability is one of the characters tested in GD.
- Perception is a psychological barrier.
- Soft skills are technical skills.

SECTION – B

3. Answer any TEN of the following:

10x2=20

- What is meant by semantic?
- Differentiate between Eustress and distress.
- What is meant by Soft skills?
- Mention any two self qualifying factors.
- What is meant by SWOT?
- State any two benefits of effective speaking.
- What are the different quadrants of Johari's Window?
- Mention any two elements of body language in communication.
- What is meant by KISS?
- Explain the term 'team'.
- Write note on GD.
- Bring out the significance of Prioritization.

SECTION – C

4. Write short notes on any FOUR of the following not exceeding 4-6 sentences each.

- a. Self Identification
- b. SMART Goal
- c. Johari's window
- d. Art of Listening

4x5=20

SECTION – D

5. Answer any THREE of the following not exceeding 2 pages each: 3x10=30

- a. Define communication and explain the elements involved in the process of communication with a neat diagram.
- b. who is a Leader? Bring out the qualities and types of a Leader.
- c. What is meant by self-esteem? Enumerate and explain the characteristics.
- d. What are the sign and symptoms of stress? Explain.

CREDIT BASED FIRST SEMESTER B.A. DEGREE EXAMINATION OCTOBER 2016

SECRETARIAL PRACTICE**Paper I: Soft Skills and Personality Development**

Time: 3 Hrs

Max. Marks: 80

Instructions: Answer all questions strictly following the choice provided**SECTION – A****1. A) Match the following:****5x1=5**

- | | |
|--------------------|----------------------------|
| a) Johari's Window | Education and Experience |
| b) Hard Skills | Medium |
| c) 80 : 20 rule | Interpersonal Relationship |
| d) G.D. | Negative thought |
| e) Low Esteem | Parete principle |
| | Confidence in speaking |

B) Fill in the Blanks:**5x1=5**

- Non-verbal communication speaks _____ than verbal communication.
- _____ is the belief or total trust in one's own self.
- In acronym SMART 'R' stands for _____.
- Group of members working together to achieve a common goal is called _____.
- _____ is money, which cannot be saved.

SECTION – B**2. Answer any TEN of the following:****10x2=20**

- Write a note on self confidence.
- Expand SWOC.
- Mention the two forms of communication.
- What is meant by G.D.?
- State any four reasons for poor listening.
- Write any two steps to build interpersonal relationship.
- Expand: 'SMART'.
- Who is a 'Democratic Leader'?
- Mention any two steps to develop self image.
- State any two types of stress.
- Mention the benefits of active listening.
- State any four characteristics of effective team.

SECTION – C

Answer any **FOUR** of the following.

4x5=20

- 3) Define soft skills. Explain its attributes.
- 4) Explain Time Management Matrix with suitable examples.
- 5) Highlight the significance of self-esteem in changing one's attitude.
- 6) List out the benefits of Team Work.
- 7) What is meant by Johari's window? Explain diagrammatically.

SECTION – D

Answer any **THREE** of the following:

3x10=30

- 8) What are self qualifying factors? Explain briefly any eight of them.
- 9) Define Stress. Explain the ways to overcome it.
- 10) "Effective listening leads to success". Elucidate.
- 11) Define Leader. Explain the qualities of a successful leader.
