



CB – 415

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**VI Semester B.B.A. Examination, August/September 2023**  
**(CBCS) (2022-23 and Onwards) (Freshers)**  
**BUSINESS ADMINISTRATION**  
**6.6 : MK & HR4 : Emotional Intelligence**

Time : 3 Hours

Max. Marks : 70

**Instruction** : Answers should be written in **English** only.

SECTION – A

1. Answer **any 5** questions. **Each** question carries **two** marks : **(5×2=10)**
- a) What is emotional intelligence ?
  - b) Define self-awareness.
  - c) What do you mean by organizational goals ?
  - d) Expand PDCA.
  - e) Who is an intrapreneur ?
  - f) Define leadership.
  - g) What do you mean by empathy ?



SECTION – B

- Answer **any three** questions. **Each** question carries **five** marks : **(3×5=15)**
2. Describe Goleman's 5 elements of emotional intelligence.
  3. Explain various components of emotional intelligence.
  4. Explain different steps to stimulate creativity.
  5. Differentiate between an entrepreneur and manager.
  6. Explain the factors influencing attitude.

P.T.O.



SECTION – C

Answer **any three** questions. **Each** question carries **twelve** marks : **(3×12=36)**

7. Explain classification of entrepreneurs in detail.
8. Discuss Peter Drucker's views on entrepreneur.
9. Explain various types of leadership styles.
10. Explain in detail the different strategies which can be used to improve emotional intelligence.
11. Explain the role of emotional intelligence in improving managerial effectiveness.

SECTION – D

Answer **any one** question. **Each** question carries **nine** marks : **(1×9=9)**

- a. Develop E content on role of emotional intelligence in managerial effectiveness.

OR

- b. Prepare a list of strategies adopted by an organization for ensuring high EQ.
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