

VIDYA VIKAS MANDAL'S
SHREE DAMODAR COLLEGE OF COMMERCE AND ECONOMICS
F.Y.B.B.A. (FS), SEMESTER- II
SEMESTER END EXAMINATION, APRIL 2016

SOFT SKILLS II

Duration: 1 hour 30 minutes

Maximum Marks: 50

Instructions:

- (i) All questions are compulsory.
- (ii) Figures to the right indicate full marks.
- (ii) Begin each question on a new page.

Q.I. Read the following passage and answer the questions below it:

Humor, the tendency of particular cognitive experiences to provoke laughter and provide amusement, affects how we perceive and respond to life. It enhances the quality of life and may relieve the body from so many health problems. In fact, humans are the only creatures on earth that are endowed with the ability to laugh.

The difference between humor and laughter is that humor is a perceptual process while laughter is a behavioral response. People of all ages and cultures respond to humor. The majority of people are able to experience humor, i.e., to be amused, to laugh or smile at something funny, and thus they are considered to have a sense of humor. The hypothetical person lacking a sense of humor would likely find the behavior induced by humor to be inexplicable, strange, or even irrational. Though ultimately decided by personal taste, the extent to which a person will find something humorous depends upon a host of variables, including geographical location, culture, maturity, level of education, intelligence and context.

Regular laughter sessions can have important effects on our health and well being. For instance, laughter is considered to be a stress buster and researchers found a direct link between laughter and healthy function of blood vessels. Laughter causes the dilatation of the inner lining of blood vessels, the endothelium, and increases blood flow. It also has been shown to lead to reductions in stress hormones such as cortisol and epinephrine. When laughing, the brain also releases endorphins that can relieve some physical pain. Laughter also boosts the number of antibody-producing cells and enhances the effectiveness of T-cells, a type of cells that lead to a stronger immune system.

Since laughter does affect the body, mind and spirit the only thing you have to do to lead a happy life is LAUGH, as simple as that.

Q.I.A. Choose the most appropriate option. (Rewrite sentences wherever needed) (05)

1. The expression "stress buster" means:
 - a. something that stops stress.
 - b. something that produces stress.
2. Laughter strengthens:
 - a. the immune system
 - b. the muscles
3. The response to humor is the same everywhere in the world.
 - a. True
 - b. False

4. A person lacking the sense of humor may find it difficult to get along with other people.
a. True
b. False
5. Release of endorphins while laughing leads to:
a. increase in physical pain
b. relief from physical pain

Q. I.B. Answer the following questions:

(2*5=10)

- (i) What is humor? How does it differ from laughter?
(ii) What are the factors that determine a person's extent to find something humorous?
(iii) How does humor lead to a stronger immune system?
(iv) Why is laughter considered as a stress buster?
(v) How does laughter the blood flow?

Q.II.A. Fill in the blanks with appropriate words and rewrite the sentences:

(05)

- (i) _____ reports are those required to be written by law.
(ii) F.I.R. stands for _____
(iii) In a meeting, a chairman's greatest skill lies in his ability to deal with
"Hidden _____"
(iv) _____ are a written record of all the proceedings that take place at a
meeting.
(v) The Report form used for committee reports is also called as the
_____ Form.

Q.II.B. Answer any two of the following questions:

(5*2=10)

- (i) What is a report? Explain.
(ii) What is a progress report? Explain.
(iii) What are statutory and non-statutory reports?
(iv) What is a meeting? State the three requirements for official business meetings.
(v) What are the four types of meetings?

Q. III. A. Attempt the following:

- (i) Draft a progress report of three officers and six office assistants of the Filing department that is under your charge. (10)

OR

- (ii) Draft a committee report to be submitted to your Principal for outlining the causes and also recommending measures to improve the poor performance of students in their ISAs. (10)

Q.III. B. Attempt the following:

- (i) Draft the notice and agenda of the meeting to be held for discussing about planning of the upcoming intercollegiate event in your college. (10)

OR

- (ii) Draft the minutes of the PTA meeting held in your college to discuss the poor attendance of students in lectures at the college. (10)