

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)**

**CLASS: BCA
BRANCH: BCA**

**SEMESTER : 1
SESSION : MO/2024**

SUBJECT: MN112 EMOTIONAL INTELLIGENCE

TIME: 3 Hours

FULL MARKS: 50

INSTRUCTIONS:

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
 2. Attempt all questions.
 3. The missing data, if any, may be assumed suitably.
 4. Before attempting the question paper, be sure that you have got the correct question paper.
 5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
-

			CO	BL
Q.1(a)	What is Emotional Intelligence, and why is it important in personal and professional life?	[5]	1	1
Q.1(b)	What are the key components of Personal Competency of Emotional Intelligence according to Daniel Goleman?	[5]	1	1,2
Q.2(a)	Explain the Ability Model of Emotional Intelligence and discuss its limitations.	[5]	1	1,2
Q.2(b)	What are the differences between the Trait Theory, Ability Theory, and Mixed Theory of Emotional Intelligence?	[5]	1	3
Q.3(a)	What are the levels of Emotional Awareness?	[5]	3	1,2
Q.3(b)	How one can enhance his/her emotional intelligence by 'perceiving emotions accurately in others'?	[5]	5	3
Q.4(a)	What are the processes involved in Managing Emotions.	[5]	2	2
Q.4(b)	What strategies can be used to enhance Emotional Intelligence in oneself?	[5]	2	2,3
Q.5(a)	What are the different methods used to measure Emotional Intelligence?	[5]	1	2,3
Q.5(b)	What is Relationship Management and discuss its key components for long-term relationship building?	[5]	5	3

:::::10/12/2024 M:::::