

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

**CLASS: BCA
BRANCH: BCA**

**SEMESTER : I
SESSION : MO/2025**

SUBJECT: MN25112 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.
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Q.1(a)	Explain the meaning of emotions and emotional intelligence.	[5] 1	2
Q.1(b)	Identify the key components of emotional intelligence and provide examples for each.	[5] 1	3
Q.2(a)	Elaborate on the ability-based and trait-based models of emotional intelligence.	[5] 2	2
Q.2(b)	Examine how the different models of emotional intelligence can be applied in real-life contexts.	[5] 2	3
Q.3(a)	Explain the different techniques used to manage conflict within organisations.	[5] 5	2
Q.3(b)	Discuss the concept of emotional awareness levels and provide an example to illustrate it.	[5] 5	3
Q.4(a)	List and explain the strategies that can help improve self-regulation.	[5] 4	3
Q.4(b)	Imagine a situation in a team meeting where your ideas are overlooked and you feel frustrated. How would you apply self-awareness to recognise and control your emotions while continuing to contribute productively?	[5] 4	4
Q.5(a)	Explain how team building is carried out in organisations.	[5] 5	3
Q.5(b)	Describe the role of emotional intelligence in shaping group dynamics.	[5] 5	4

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