

SELF MANAGEMENT SKILLS II

OBJECTIVE QUESTIONS (SET 01)

1. Which of the following is not a self-management skill?

- (a) Problem solving
- (b) Bargaining
- (c) Understanding self
- (d) Confidence building

Answer: (b) Bargaining

2. Grooming is a term associated with

- (a) time management
- (b) problem solving
- (c) neat and clean appearance
- (d) self-management

Answer: (d) self-management

3. What steps should one take to build confidence?

- (a) Set goals in life
- (b) Appreciate oneself for all the achievements
- (c) Always think positively
- (d) Talk to people who are confident

Answer: (c) Always think positively

4. Which of the following is a quality of a self-confident person?

- (a) Patient
- (b) Compassionate
- (c) Committed
- (d) Passionate

Answer: (c) Committed

5. What is the best way to start our day positively?

- (a) Think about all that can go wrong.
- (b) Think about the difficult test you will face during the day.
- (c) Think about all your accomplishment so far and feel good about it.
- (d) Think about the traffic on the road and feel stressed.

Answer: (c) Think about all your accomplishment so far and feel good about it.

6. Rahul gets feedback on his project work from his class teacher. Which of these options demonstrates positive attitude in this situation?

- (a) Rahul ignores the feedback.
- (b) Rahul takes the feedback but does not use it.
- (c) Rahul tells others that the teacher is wrong.
- (d) Rahul learns from the feedback and makes his project work better.

Answer: (d) Rahul learns from the feedback and makes his project work better.

7. What can you do to get rid of negative thoughts or feelings?

- (a) Meditate to calm down and feel positive.
- (b) Ignore them and move on in life.
- (c) Act based on the negative thoughts or feelings.
- (d) Talk to a friend and share all your negative feelings.

Answer: (a) Meditate to calm down and feel positive.

8. Do you think people living in hill stations can skip taking a bath for many days?

- (a) No, irrespective of the climate, one should take a bath regularly.
- (b) Yes, not taking bath for many days is acceptable for people staying in cold climate.
- (c) Yes, if they wipe themselves with a wet cloth, then it is fine.
- (d) None of the above

Answer: (a) No, irrespective of the climate, one should take a bath regularly.

9. Radha wants to grow her hair and she applies a lot of hair oil. She does not wash her hair for days and sometimes it smells bad too. What would be your suggestion to her?

- (a) She can leave the oil in her hair, after all it helps her hair to grow.
- (b) She can leave it on at night and wash her hair every day before leaving home.
- (c) She should not apply the oil at all.
- (d) She can apply the oil and pour a little water on her hair before leaving home to reduce the smell.

Answer: (b) She can leave it on at night and wash her hair every day before leaving home.

10. Dressing and grooming are important because they help us to look_____.

- (a) smart
- (b) untidy
- (c) shabby
- (d) All of the above

Answer: (d) All of the above

11. The following image is an example of _____ shirt.



- (a) informal
- (b) formal
- (c) Both of the above
- (d) None of the above

Answer: (a) Formal

12. The following image is an example of _____ T-shirt.



- (a) informal
- (b) formal
- (c) Both of the above
- (d) None of the above

Answer: (a) Formal

OBJECTIVE QUESTIONS (SET 02)

1. Self-management, also known as _____, is the ability to effectively control one's emotions, behavior and thoughts.

- a. Self – control
- b. Self – innovative
- c. Self – Design
- d. None of the above

Ans: a. Self – control

2. Self management is also useful in:

- a. Reaching your goals
- b. Overcoming bad habits
- c. Creating positive habits
- d. All of the above

Ans: d. All of the above

3. _____ term is also referred to self management.

- a. Emotions, behavior and thoughts
- b. Self regulation
- c. Self control
- d. All of the above

Ans: d. All of the above

4. In self – management skills you can improve yourself in various skills like _____.

- a. Discipline
- b. Timeliness
- c. Goal-setting
- d. All of the above

Ans: d. All of the above

5. When you are under _____ for a prolonged period of time, it can cause health problems and mental troubles as well.

- a. Stress
- b. Discipline
- c. Timeliness
- d. Goal – Setting

Ans: a. Stress

6. Our emotional, mental, physical, and social responses to perceived demands or threats are referred to as _____.

- a. Stress
- b. Blood pressure
- c. Constipation
- d. Heart attack

Ans: a. Stress

7. Stress can be defined as our mental , emotional, physical and social reaction to any perceived demands or threats. These demands or threats are called _____.

- a. Blood pressure

- b. Stress
 - c. Stressors
 - d. Constipation
- Ans: c. Stressors

8. What is the reason for stress?
- a. You are too close to the exams but feel unprepared.
 - b. You are stressed due to lack of sleep.
 - c. You are experiencing a loss of someone close in the family
 - d. All of the above
- Ans: d. All of the above

9. _____ management helps to balance between life, work, relationships, relaxation and fun.
- a. Blood pressure management
 - b. Stress management
 - c. Stressors management
 - d. Constipation management
- Ans: b. Stress management

10. How can we manage stress?
- a. Be aware that you are stressed
 - b. Identify what is causing you stress
 - c. Apply stress management methods.
 - d. All of the above
- Ans: d. All of the above

11. What are the stress management techniques?
- a. Time Management
 - b. Physical exercise and fresh air
 - c. Healthy diet
 - d. All of the above
- Ans: d. All of the above

12. If you can become a calm and relaxed person, you will have the ability to work independently, which means.
- a. You are self-aware
 - b. You are self – monitor
 - c. You are self – correcting
 - d. All of the above
- Ans: d. All of the above

13. How many types of skills are there in emotional intelligence?
- a. Emotional awareness
 - b. Harnessing emotions
 - c. Managing emotions
 - d. All of the above
- Ans: d. All of the above

14. What are the steps to manage emotional intelligence?
- a. Understand your emotions
 - b. Rationalize
 - c. Practise
 - d. All of the above

Ans: d. All of the above

15. Analyzing your _____ and _____ helps you to attain success in life.

- a. Strengths & Weakness
- b. Good & bad habits
- c. Both a) and b)
- d. None of the above

Ans: a. Strengths & Weakness

16. How can you identify your strength?

- a. Think of anything that you are always successful at.
- b. Think about what others like in you.
- c. Take out time and think about what you do well.
- d. All of the above

Ans: d. All of the above

17. How can you identify your weaknesses?

- a. Point out the areas where you struggle and the things you find difficult to do.
- b. Look at the feedback others usually give you.
- c. Be open to feedback and accept your weaknesses without feeling low about it.
- d. All of the above

Ans: d. All of the above

18. Identifying strengths

- a. Take time off to think about what you do well
- b. Think of anything that you are always good at
- c. Think about what others appreciate about you
- d. All of the above

Ans: d. All of the above

19. Identifying weaknesses

- a. Point out the areas where you struggle and what you find difficult to do
- b. Look at the feedback you receive from others
- c. Be open to feedback and accept your weaknesses
- d. All of the above

Ans: d. All of the above

20. If you are aware of your own values, likes, dislikes, strengths, and shortcomings as an individual. It denotes the fact that you are _____.

- a. Self-Confident
- b. Self-Control
- c. Self Motivated
- d. Self-Aware

Ans: d. Self-Aware

21. A person's _____ is an acquired or natural ability that allows them to execute a specific job or task with a high level of proficiency.

- a. Weaknesses
- b. Strength
- c. Interest
- d. Abilities

Ans: d. Abilities

22. _____, often known as ‘areas for improvement’, refers to the things we don’t do well or aren’t very good at.

- a. Weaknesses
- b. Strength
- c. Interest
- d. Abilities

Ans: a. Weaknesses

23. _____ helps to achieve our goals, feel happy and improve our quality of life.

- a. Self – control
- b. Self – motivation
- c. Self – awareness
- d. None of the above

Ans: b. Self – motivation

24. What are the different types of motivation?

- a. Internal Motivation (Love)
- b. External Motivation (Reward)
- c. Both a) and b)
- d. None of the above

Ans: c. Both a) and b)

25. What are the qualities of self-motivated people?

- a. Know what they want from life
- b. Are focused
- c. Know what is important
- d. All of the above

Ans: d. All of the above

26. What makes you complete work or studies without others cheering you?

- a. Self-confidence
- b. Communication
- c. Self-motivation
- d. Self-esteem

Ans: c. Self-motivation

27. Ravi works hard to get the best student award at the end of year. What type of motivation is this?

- a. Internal
- b. External
- c. Both internal and external
- d. Not any specific type of motivation

Ans: c. Both internal and external

28. _____ is all about finding and listing your goals and then planning on how to achieve them.

- a. Goal setting
- b. Internal setting
- c. External setting
- d. None of the above

Ans: a. Goal setting

29. What are the smart methods to set goals in self – management skills?

- a. Specific & Measurable
- b. Achievable & Realistic

- c. Time bound
 - d. All of the above
- Ans: d. All of the above

30. _____ is the ability to plan and control how you spend the hours of your day well and do all that you want to do.
- a. Stress Management
 - b. Time Management
 - c. Goal Setting
 - d. None of the above
- Ans: b. Time Management

31. What different examples of time management?
- a. Complete tasks on time
 - b. Make a daily timetable
 - c. Submit homework and assignments on time
 - d. All of the above
- Ans: d. All of the above

OBJECTIVE QUESTIONS (SET 03)

1. Self-management is also referred to as _____.
- a. Self-Control
 - b. Self-Awareness
 - c. Self-Motivation
 - d. None of these
- Answer: – a. Self-control

2. _____ is the ability to control one's emotions, thoughts, and behavior effectively in different situations.
- a. Self-guided
 - b. Self-Awareness
 - c. Self-Motivation
 - d. Self-management
- Answer: – d. Self-management

3. People with strong _____ skills are better in doing certain things better than others.
- a. Self-guided
 - b. Self-Awareness
 - c. Self-Motivation
 - d. Self-management
- Answer: – d. Self-management

4. Employers too strongly prefer people with good self-management skills.
- a. True
 - b. False
- Answer: – a. True

5. To perform well at work and in life in general, you must be able to manage and improve _____ skills.
- a. discipline and timeliness
 - b. goal-setting & problem-solving

c. teamwork and professionalism

d. All of these

Answer: – d. All of these

6. Gathering insights on your personality, work-specific proficiencies, and knowing about your situation-handling skills is called _____.

a. Self-awareness

b. Responsibility

c. Time Management

d. Adaptability

Answer: – a. Self-awareness

7. If you have been assigned a task by a teacher; ensure you take complete ownership. Even if you are unable to complete the task on time, you must report it and then correct it. This skill is known as _____.

a. Self-awareness

b. Responsibility

c. Time Management

d. Adaptability

Answer: – b. Responsibility

8. Sumit is making his timetable and following it diligently as well as he is removing the waste and redundancy from work. This skill is known as _____.

a. Self-awareness

b. Responsibility

c. Time Management

d. Adaptability

Answer: – c. Time Management

9. Stay current with best practices and read up on new information always. Prepare yourself for new changes, so that you can transition seamlessly. This skill is known as _____.

a. Self-awareness

b. Responsibility

c. Time Management

d. Adaptability

Answer: – d. Adaptability

10. Stress can be defined as our _____ reaction to any perceived demands or threats.

a. emotional,

b. mental,

c. physical and social

d. all of these

Answer: – d. all of these

11. _____ are the reason for stress?

a. Demands

b. Threats

c. Stressors

d. None of these

Answer: – c. Stressors

12. Which of the following is not a stressor?

a. you are too close to the exams but feel unprepared

- b. you are experiencing the loss of someone close in the family
- c. you are stressed due to lack of sleep
- d. None of these

Answer: – d. None of these

13. _____ is one of the important reasons for low productivity in all stages of life.

- a. Stress
- b. Threats
- c. Stressors
- d. None of these

Answer: – a. Stress

14. Stress drains one's _____ and impedes the day-to-day work and peace of mind.

- a. happiness
- b. sorrow
- c. energy
- d. None of these

Answer: – c. energy

15. Stress can be a _____ stress, if taken in the right sense, and may help in achieving effective outcomes.

- a. positive/good/eustress
- b. negative/bad/distress
- c. neutral
- d. None of these

Answer: – a. positive/ good/eustress

16. A _____ stress that makes a person worrisome, less productive, and may lead to various psychosomatic disorders too.

- a. positive/good/eustress,
- b. negative/bad/distress
- c. neutral
- d. None of these

Answer: – b. negative / bad / distress

17. Stress has always had a bad effect.

- a. True
- b. False

Answer: – b. False

18. Ravi was extremely excited to break the good news to his mother of his winning the highest amount of scholarship. This is an example of _____.

- a. Stress
- b. Eustress
- c. Distress
- d. Self-management

Answer: – b. Eustress

19. _____ Management refers to focusing human efforts on maintaining a healthy body and mind capable of better withstanding stressful situations.

- a. Stress
- b. Time
- c. Money

d. Emotion

Answer: – a. Stress

20. _____ stress is an unavoidable part of one's life.

a. Planned

b. Occasional

c. Behavior

d. Emotional

Answer: – b. Occasional

21. _____ stress leads to anxiety and sorrow resulting in ill status of mental and physical health

a. Planned

b. Managed

c. Unmanaged

d. None of these

Answer: – c. Unmanaged

22. Which of the following is/are known as Stress Casual Agents'?

a. Mental and Physical

b. Mental, Physical & Social

c. Mental, Physical, Social & Financial

d. None of these

Answer: – c. Mental, Physical, Social & Financial

23. The ultimate goal of Stress Management is to strike a balance between life, work, relationships, relaxation and _____.

a. fun

b. time

c. Both (a) and (b)

d. None of these.

Answer: – a. fun

24. In the ABC of stress management, A stands for _____.

a. Adversity

b. Advice

c. Awareness

d. None of these.

Answer: – a. Adversity

25. In the ABC of stress management, B stands for _____.

a. Balance

b. Beliefs

c. Beware

d. None of these.

Answer: – b. Beliefs

26. In the ABC of stress management, C stands for _____.

a. Consequences

b. Cooperate

c. Collaboration

d. None of these.

Answer: – a. Consequences

27. Identify the Stress Casual Agent's.

Students can be left overwhelmed if they are unable to handle their assignment submission deadlines and examinations grades.

- a. Mental
- b. Physical
- c. Social
- d. Financial.

Answer: – a. Mental

28. Identify the Stress Casual Agents.

High expectations from self can leave one with chronic anxiety and stress, thus leading to _____ stress. [CBSE SQP Term – I 2021]

- a. Mental
- b. Physical
- c. Social
- d. Financial.

Answer: – a. Mental

29. Identify the Stress Casual Agents.

As children grow up, they may seek more independence, may become critically conscious of their looks and have to cope up with hormonal changes.

- a. Mental
- b. Physical
- c. Social
- d. Financial.

Answer: – b. Physical

30. Identify the Stress Casual Agent's.

Issues related to general well-being and health of an individual can lead to low self-esteem and cause stress.

- a. Mental
- b. Physical
- c. Social
- d. Financial.

Answer: – b. Physical

31. Identify the Stress Casual Agent's.

Discord amongst family members, peer pressure for doing things that children would generally avoid, maintaining balance in relationships amongst friends, and status show off may lead to stress at times. This leading to _____ stress.

- a. Mental
- b. Physical
- c. Social
- d. Financial.

Answer: – c. Social

32. Which of the following is NOT a physical sign of stress? [CBSE Sample Question Paper 2022]

- a) Dry mouth
- b) Guilt
- c) Fatigue
- d) Cold hands

Answer: (b) Guilt

33. Managing stress is about making a plan to be able to cope effectively with daily pressures. Always keep in mind the ABC of stress management. The acronym ABC stands for _____. [CBSE Term – I 2021]

- a. Ability, Burden, Concise
- b. Adore, Belief, Cause
- c. Adversity, Beliefs, Consequences
- d. Adapt, Balance, Cooperate

Answer: – c. Adversity, Beliefs, Consequences

34. It refers to focusing human efforts for maintaining a healthy body and mind capable of better withstanding stressful situations. [CBSE SQP TERM 1 2021]

- a. Stress Management
- b. Exercise Management
- c. Fitness Management
- d. Personality management

Answer: – a. Stress Management

35. Imagined, unreal threats affect us _____.

- a. Psychologically
- b. Physically
- c. Both (a) and (b)
- d. There is nothing as imagined, unreal threats.

Answer: – c. Both (a) and (b)

36. Find the odd stress symptom of the following.

- a. Social withdrawal
- b. Depression
- c. Fatigue
- d. Anxiety

Answer: – c. Fatigue

37. Find the odd stress symptom of the following.

- a. Chest pain
- b. Angry outburst
- c. Headache
- d. Low energy

Answer: – b. Angry outburst

38. Impact of stress depends on _____.

- a. Age and health
- b. Profession
- c. Living conditions
- d. All of these

Answer: – d. All of these

39. Sonika gets up at 6 am and goes to her hobby classes. Then she comes back home and finishes her homework before going to school. She does all work by herself. No one tells her to do so. This is called _____.

- a. Self-Awareness
- b. Self-Motivation
- c. Self-Regulation
- d. Discipline

Answer: – b. Self-Motivation

40. Ravi is suffering from insomnia due to noisy marketplace in his neighborhood. What remedy do you suggest him?
- Change of place
 - Go on a quieter place during vacations
 - Take medications for insomnia
 - Install sound proof windows and doors.
- Answer: – b. Go on a quieter place during vacations

QUESTIONS AND ANSWERS (SET 01)

1. What do you mean by Self management?

Ans. Self-management, also referred to as 'self-control,' is the ability to control one's emotions, thoughts and behavior effectively in different situations.

2. What is Stress?

Ans. Stress can be defined as our emotional, mental, physical and social reaction to any perceived demands or threats.

3. Give any two examples where small amount of stress is helpful.

Ans. Two examples where small amount of stress is helpful are :

- A fire alarm is intended to cause stress that alerts you to avoid danger.
- The stress created by a deadline to finish a paper can motivate you to finish it on time.

4. Write the effects of stress on our life.

Ans. It can harm our emotional and physical health, and limit our ability to function well at home, in school and within our relationships.

5. What is Stress management?

Ans. Stress management is managing stress by making a plan to be able to cope effectively with daily pressures.

6. What are the benefits of Stress management?

Ans. Benefits of Stress management are :

- We have a joyful life.
- We will be more energetic and spend quality time with our friends and family.
- We can complete our task on time

7. Write four sign/symptoms of stress.

Ans. Four Symptoms of stress management are :

- Headache
- Sleeplessness
- Sadness
- Excessive worrying
- Nervousness

8. Name any four stress management techniques.

Ans. Four stress management techniques are :

- Time management
- Physical exercise and fresh air.
- Healthy diet
- Holidays with family and friends

9. Write four qualities of those person who work independently.

Ans. Four qualities are:

- They are self-aware, self-monitored and self-correcting.
- They take the initiative rather than being told what to do.
- They have the ability to learn continuously.
- They recognize their own mistakes.

10. What do you mean by emotional intelligence?

Ans. Emotional intelligence is the ability to identify and manage one’s own emotions, as well as the emotions of others.

11. Write three steps to manage emotional intelligence.

Ans. Three steps to manage emotional intelligence are :

- 1 Understand your emotions: Observe your behavior and then work on the things you need to improve.
2. Rationalize: Do not take decisions abruptly; be rational in your thinking.
3. Practice: Do meditation and yoga to keep yourself calm.

12. What do you mean by Self awareness?

Ans. Self awareness means knowing your inner strengths, hidden talents, skills and even weaknesses.

13. Differentiate between Interests and Abilities.

Ans.

Interests	Abilities
Things that you like to do in your free time that make you happy.	An acquired or natural capacity
Things you are curious to do even if no one asked you to do it.	Enable you to perform a particular task with proficiency

14. What do you mean by Self motivation?

Ans. Self-motivation is an internal force that pushes us to achieve our goals, feel happy and improve our quality of life.

15. Write four Qualities of Self-motivated people.

Ans. Four Qualities of Self-motivated People are:

- 1 They know what they want from life.
2. They are focused.
3. They know what is important for them.
4. They are dedicated to fulfill their dreams.

16. Write four steps of Self motivation.

Ans. Four steps of Self motivation are :

- 1 Find out your strengths.
2. Focus on your goals.
3. Develop a plan to achieve your goals.
4. Stay loyal to your goals.

17. What do you mean by Goal and Goal Setting?

Ans. Goals : They are a set of dreams with a deadline to get them, for example, saving pocket money to buy a favorite mobile phone by a particular date.

Goal setting : It is all about finding and listing your goals and then planning on how to achieve them

18. Ravi is using SMART method to set goals. What is SMART stands for?

Ans. SMART stands for :

- Specific
- Measurable
- Achievable
- Realistic
- Time bound

19. What do you mean by Time management?

Ans. Time management is the ability to plan and control how you spend your day well and do all that you want to do.

20. Write the four steps for effective Time management.

Ans. Four Steps for Effective Time Management are :

- a. Organise : We should plan our day-to-day activities.
- b. Prioritise We should make our to-do-list
- c. Control : We should have a control over our activities and time.
- d. Track: We should identify and note where we have spent our time.

21. What do you mean by self – management skills?

Ans Your ability to regulate and control your actions, feelings, and thoughts is referred to as self-management skills. It also helps to improve personal and academic goals.

Self-management can also helps in the following areas:-

- Reaching your goals
- Developing good habits
- Overcoming challenges and difficulties
- Overcoming bad habits

22. What are the different practices of self management skills?

Ans: Self – management skills are –

- a. Self – awareness – Ability to control your values, likes, strengths, dislikes and weaknesses, etc.
- b. Self – control – Holding the ability to control your behavior, discipline, and so on.
- c. Self – confidence – Believe in yourself and don't be scared to take risks.
- d. Problem solving – Understanding a problem and finding the solution.
- e. Self motivation – Try to complete your tasks without any external help.
- f. Personal hygiene – Be healthy, clean and smart
- g. Positive thinking – Expressing certainty or affirmation even in tough situations
- h. Teamwork – Work in team to complete the goals
- i. Time management – According to your plan, achieve the task on time.
- j. Goal setting – Plan and accomplish the goals within a timeframe.

23. Write a short note on the factors influencing self – management.

Ans: Factors influencing the self – management are patients, cognitive, mental, and behavioral ability to identify disease – related symptoms, seek treatment, and to identify physical, psychological and social changes.

24. Write Self – management skills strengths and weaknesses?

Ans: Self – management skills strengths and weaknesses –

Strengths –

- Think that you are always good at
- Think about what you do well
- Think about what others appreciate about you

Weaknesses –

- Identify the areas where you struggle and what you find difficult to do
- Accept the feedback you receive from others
- Be positive with feedback and try to improve yourself.

25. Write difference between interests and abilities?

Ans: Interests are the things that we enjoy doing ability acquired or natural capacity that enable an individual to perform a particular task with considerable proficiency.

Interest may include –

Activities you like most to do at school or at home that make you happy.

Even if no one asks you to do the activity but you want to do it.

Activities that you like to learn or do in the future.

26. Write the Qualities of self – confidence?

Ans: Qualities of self – confident people –

- a. Self – belief – Always believe in yourself and respect the failures, make you successful in life.
- b. Hard Work – Work hard to achieve the goal, don't be afraid of failures.
- c. Positive Attitude – Positive attitude means focusing on the goal and trying to achieve.

27. How to build self – confidence?

Ans: There are three steps to build self – confidence are as follows –

- a. Step 1: Appreciate achievements & accept failures.
- b. Step 2: Make a goal and try to achieve.
- c. Step 3: Always look on the positive side and be happy.

28. What are the factors that decrease self – confidence?

Ans: Some of the factors which decrease self – confidence

- When we think we are unable to complete a task.
- When you feel bad from the past mistakes, and unmotivated.
- After failure in the first attempt, do not try again to achieve the goal.
- When we are surrounded by people who have negative thoughts.

QUESTIONS AND ANSWERS (SET 02)

1. What is Self-Management?

Answer : Self-Management refers to management of or by oneself; taking of responsibility for one's own behavior and well-being.

It also means managing yourself with the people and resources around you.

2. What is the aim of Self-Management person?

Answer : The aims of Self-Management person are conducting oneself for the greater good of the individual, family and the society.

3. Write the qualities of Self-Management person.

Answer : The qualities of Self-Management person are :-

- (a) Self-managed person not only manages himself well but also behaves responsibly towards people around.
- (b) Self- Management is needed by everyone around us and it is needed in all stages and walks of life.
- (c) Self-managed person is like a tree who is taking care of itself and is also helping others to lead a comfortable life.

4. What are the reasons for promotion of Self-Management person.

Answer : The reasons behind promotion of self-management are as follows:

- (a) Don't want the individual to be dependent on anybody else.
- (b) to instills self-confidence in individual to deal his or her life
- (c) to provides a long term and sustainable mechanism of handling personal life.

5. How is Self-Management exhibited?

Answer : Self-management is exhibited by our habits, manners, knowledge, intentions and our deeds.

6. How good habit is useful?

Answer : Good habits like brushing teeth, taking bath, eating balanced diet and getting up and sleeping at right time every day, helps us maintain good health and physique.

7. How good knowledge is useful?

Answer : Good knowledge acquisition and learning increases self-esteem and develops an inquisitive mindset and curious approach.

8. How good intentions are useful?

Answer : Good intentions guide us to do the right things. They help us identify the right path and right approach to handle situations.

9. How a good deed is useful?

Answer : A good deed done to help others is worth more than a million good words spoken.

10. What are the environmental forces for students?

Answer : Environmental forces for students can be the class schedule, assignments, competitions, exams, different students and their behavior.

11. What are the benefits of principles of self-management for students?

Answer : Benefits of principle of self-management are

- (a) It guides individuals to self-monitor their conduct and behavior.
- (b) It helps in self-evaluation.
- (c) It leads to self – reinforcement of positive behavior.

12. What do you mean by self-monitor?

Answer : Self-monitor means, individual can monitor their conduct and behavior. It makes them proactive. It prepares individuals to complete task independently. Instill ownership to the task and the consequences amongst individuals.

13. What do you mean by self-evaluation?

Answer : Self-evaluation means, individual can do course correction by themselves if they do not get desired goals. Once the goals are achieved as desired, it also motivates individuals.

14. What do you mean by self-reinforcement?

Answer : Self-reinforcement means appropriate behavior of students as per the time, situation and people involved. Self-reinforcement motivates individuals to take up right things and refrains from getting indulged into negative things, keeping long term consequences in focus.

15. What are the different types of self-management skills?

Answer : Following are the self-management skills that individuals should possess to enjoy the fruits of self-management.

- (a) Self-confidence
- (b) Stress Management
- (c) Independent Working

- (d) Team Player
- (e) Time Management
- (f) Self-motivation
- (g) Personality management

16. What is Self-confidence?

Answer : Self-confidence refers to trusting one capabilities and potentialities to achieve the necessary goals, objectives and challenges in life and being worthy of leading a happy life.

17. What do you mean by stress management?

Answer : Stress management refers to a state of psychological tension and discomfort originating from unforeseen, difficult, confusing and challenging situations.

18. What do you mean by Independent Working?

Answer : When an individual is assigned a task(s), he/she takes ownership and doesn't require constant assistance or supervision to complete that task(s). This is called Independence working.

19. Who is known as Team player?

Answer : A person who conforms well with norms of a team and contributes to the attainment of the common goals in an efficient and effective way is called as a team player.

20. Who is Time Management?

Answer : Time Management is conscious effort to prioritize task according to the time at hand to increase productivity, efficiency and effectiveness.

21. What is Self-Motivation?

Answer : Motivation is defined as a driving force responsible to do something. The students who are motivated to achieve their academic goal, their future is much better than others. This is called Self-motivation.

22. What is Personality management?

Answer : General neatness, grooming, appropriate dressing, apt verbal and non-verbal communication are components of good personality. It is called personality management.

23. What is Self-Confidence?

Answer : General neatness, grooming, appropriate dressing, apt verbal and non-verbal communication are components of good personality. It is called personality management.

24. Who guide the person in day to day life?

Answer : Generally Parents, teachers and guardians are guide them. But in absence of them, principle of self-management guide the individual day in and day out, on how to respond to the environmental forces.



SELF MANAGEMENT SKILLS II

REVISION NOTES

SELF MANAGEMENT SKILLS

Self Management Skills are those skills that help a person to control his thoughts, wants, feelings and actions. It allows you to maximize your productivity and performance in various fields of your career. When we talk about employability, Self-management skills help you to manage a good career path. It helps you to overcome in many bad situations. Here in this article, we will discuss Stress and Stress Management Techniques and also we will discuss how to work independently.

Following are some of the skills you must master to succeed in life:

- **Self-awareness:** Ask for honest feedback. Gather insights on your personality and work-specific proficiencies. Think about your daily interactions and how you handled situations well or could have handled them differently.
- **Responsibility:** Taking responsibility for your tasks is very important. Taking ownership is the step towards self-development. For example, if you have been assigned a task by a teacher; ensure you take complete ownership. Even if you are unable to complete the task on time, you must report it and then correct it.
- **Time Management:** Prioritise the things you have to do. Remove waste and redundancy from work. Make a time table and follow it diligently.
- **Adaptability:** Stay current with best practices and read up on new information always. Prepare yourself for new changes, so that you can transition seamlessly.

What is Stress?

Stress can be defined as our emotional, mental, physical and social reaction to any perceived demands or threats. These demands or threats are called stressors. Stressors are the reason for stress.

For example,

- you are too close to the exams but feel unprepared.
- you are experiencing a loss of someone close in the family.
- you are worried about what people would think of you if you don't dress well or cannot speak confidently.

Stress Management

Managing stress is about making a plan to be able to cope effectively with daily pressures. The ultimate goal is to strike a balance between life, work, relationships, relaxation, and fun. By doing this, you are able to deal with daily stress triggers and meet these challenges head-on.

Always keep in mind the ABC of stress management

A: Adversity or the stressful event

B: Beliefs or the way you respond to the event

C: Consequences or actions and outcomes of the event

Ability to Work Independently

If you can become a calm and relaxed person, you will have the ability to work independently, which means.

1. becoming self-aware, self-monitoring, and self-correcting.
2. knowing what you need to do.
3. taking the initiative rather than being told what to do.
4. recognising your mistakes and not blaming others.
5. having the ability and the will to learn continuously.

Three Steps to Manage Stress



Management Techniques

Here are a few simple stress management techniques.

- **Time management:** Proper time management is one of the most effective stress-relieving techniques.
- **Physical exercise and fresh air:** A healthy lifestyle is essential for students. Stress is generally lower in people who maintain a healthy routine. Doing yoga, meditation and deep breathing exercises help in proper blood circulation and relaxes the body. Even taking a walk or playing in the park will help you get a lot of fresh oxygen, which will help you become more active.
- **Healthy diet:** Having a healthy diet will also help you reduce stress. Eating a balanced diet, such as Dal, Roti, vegetables and fruits will give you the strength to do your daily work efficiently.
- **Positivity:** Focussing on negative aspects of life will add more stress. Instead, learn to look at the good things and stay positive. For example, instead of feeling upset over a scoring less in a test, try to maintain a positive attitude and look at ways to improve the next time.
- **Sleep:** We should get a good night's sleep for at least 7 hours so that your brain and body gets recharged to function better the next day.
- **Holidays with family and friends:** Going to a relative's place, such as your grandparents' house or a new place during your summer vacations can help you break from the normal routine and come back afresh.

Emotional Intelligence

Emotional intelligence is the ability to identify and manage one's own emotions, as well as the emotions of others.

- **Emotional awareness :** the ability to identify and name one's own emotions.
- **Harnessing emotions :** the ability to harness and apply emotions to tasks like thinking and problem solving.
- **Managing emotions :** the ability to regulate one's own emotions when necessary and help others to do the same.

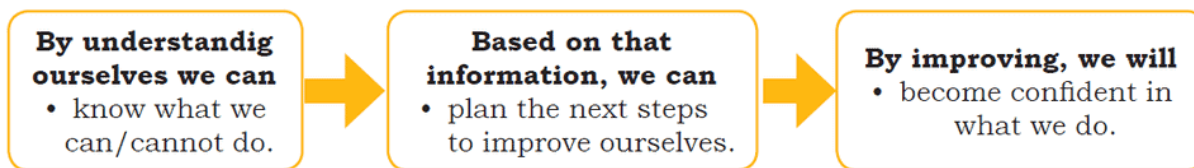
Some steps to manage emotional intelligence are as given below.

- **Understand your emotions:** Observe your behaviour and note the things you need to work on. You can then work on the things you need to improve.
- **Rationalise:** Do not take decisions abruptly; be rational in your thinking.
- **Practice:** Do meditation and yoga to keep yourself calm.

Techniques for Identifying your Strengths and Weaknesses

Finding Strengths (or abilities)

- Think of anything that you are always successful at.
- Think about what others like in you.
- Take out time and think about what you do well.



Finding Weaknesses

- Point out the areas where you struggle and the things you find difficult to do.
- Look at the feedback others usually give you.
- Be open to feedback and accept your weaknesses without feeling low about it. Take it as an area of improvement.

Difference between Interests and Abilities (Strengths)

Interests

1. Things that you like to do in your free time that make you happy. An acquired or natural capacity
2. Things you are curious about or would do even if no one asked you to do it.
3. Things you want to learn or would like to do in the future

Ability

1. An acquired or natural capacity
2. Enable you to perform a particular job or task with considerable proficiency.

Self-motivation

Self-motivation is simply the force within you that drives you to do things. Self-motivation is what pushes us to achieve our goals, feel happy and improve our quality of life. In other words, it is our ability to do the things that need to be done without someone or something influencing us.

Types of Motivation

Internal Motivation – We do things because they make us happy, healthy and feel good. For example, when you perform on your annual day function and you learn something new, such as dancing, singing, etc., you feel good.

External Motivation – We do things because they give us respect, recognition and appreciation. For example, Suresh participated in a 100m race and won a prize. This motivated him to go for practice every morning.

Qualities of Self-motivated People

1. Know what they want from life
2. Are focussed
3. Know what is important
4. Are dedicated to fulfill their dreams

Building Self-motivation

- Find out your strengths
- Set and focus on your goals

- Develop a plan
- to achieve your goals
- Stay loyal to your goals

Types of Motivation



Internal Motivation: LOVE

We do things because they make us happy, healthy and feel good. For example, when you perform on your annual day function and you learn something new, such as dancing, singing, etc., you feel good.



External Motivation: REWARD

We do things because they give us respect, recognition and appreciation. For example, Suresh participated in a 100m race and won a prize. This motivated him to go for practice every morning.

Goals: They are a set of dreams with a deadline to get them, for example, saving pocket money to buy a favourite mobile phone by a particular date.

Goal setting: It is all about finding and listing your goals and then planning on how to achieve them.

How to Set Goals?

We can use SMART method to set goals. SMART stands for: Specific, Measurable, Achievable, Realistic and Time Bound

• **Specific :** A specific and clear goal answers six questions. Who is involved in the goal? What do I want to do? Where do I start? When do I start and finish? Which means do I use? Why am I doing this?

Not a specific goal: “I would learn to speak English.”

Specific goal: “I would learn to speak English fluently by joining coaching classes after my school everyday, and in six months I will take part in the inter-school debate competition.”

Measurable : A measurable goal answers the questions “How much?”, “How many?” and “How do I know that I have achieved results?”

Not measurable goal: “I want to be rich.”

Measurable goal: “I want to have 5 times more money than what I have today in my hand at the end of this year.”

Achievable : Breaking down big goals into smaller parts will make the goal achievable. Bigger Goal: “I want to become a teacher in my school.”

Realistic : A realistic goal would be something that we want to achieve and can work towards.

Example of unrealistic goal: “I will read my entire year’s syllabus in one day and get good marks.”

Realistic goal: “I spend 3 hours every day of the year after school to revise my subjects to get good marks in the exams.”

• **Time bound** : A SMART goal should have a timeframe by when the goal needs to be achieved. This encourages us to take actions to completely fulfill the goals.

Not a time bound goal: “I want to lose 10 kg someday.”

Time bound goal: “I want to lose 10kg in the next 6 months.”

TIME MANAGEMENT AND ITS IMPORTANCE

Time management is the thinking skill that helps you to

- complete tasks on time.
- make a daily timetable.
- make a good guess at how long it will take you to do something.
- submit homework and assignments on time.
- not waste time during the day.

Four Steps for Effective Time Management Organise

1.Organise: We plan our day to- day activities.

2.Prioritise: We make a to-do list that has all our activities and we rank them in the order of importance.

3. Control: We have a control over our activities and time.

4. Track: We identify and note where we have spent our time.



ICT SKILLS II

OBJECTIVE QUESTIONS

1. An _____ is a software that serves as an interface between the user and the computer.

- a. operating system
- b. application software
- c. anti-virus software
- d. microsoft word

Answer: a. operating system

2. Which software manages all the devices of a computer and keeps track of the status of the device, whether it is busy or not?

- a. operating system
- b. application software
- c. anti-virus software
- d. microsoft word

Answer: a. operating system

3. Which software checks whether the device is functioning properly or not?

- a. operating system
- b. application software
- c. anti-virus software
- d. microsoft word

Answer: a. operating system

4. Which software controls software resources of the computer?

- a. operating system
- b. application software
- c. anti-virus software
- d. microsoft word

Answer: a. operating system

5. An _____ manages the computer memory and keeps track of which memory space is in use by which program and which space is free.

- a. operating system
- b. application software
- c. anti-virus software
- d. microsoft word

Answer: a. operating system

6. An _____ manages the computer memory and keeps track of which memory space is in use by which program and which space is free.

- a. operating system
- b. application software
- c. anti-virus software
- d. disk defragmentor

Answer: a. operating system

7. An _____ the structure of the files and directories on a computer system.

- a. operating system
- b. application software

- c. anti-virus software
 - d. disk defragmentor
- Answer: a. operating system

8. An _____ keeps track of the amount of disk space used by a specific file.

- a. operating system
- b. application software
- c. anti-virus software
- d. disk defragmentor

Answer: a. operating system

9. Which software allows you to create, copy, move and delete files?

- a. operating system
- b. application software
- c. anti-virus software
- d. disk defragmentor

Answer: a. operating system

10. Which of the following is not an operating system?

- a. DOS
- b. Windows
- c. Linux
- d. Disk Defragmentor

Answer: d. Disk Defragmentor

11. Which of the following is a free and open-source operating system?

- a. DOS
- b. Windows
- c. Linux
- d. None of these

Answer: c. Linux

12. Which of the following is not a mobile operating system?

- a. Android
- b. iOS
- c. Windows Phone
- d. Linux

Answer: d. Linux

13. Which of the following is not a mobile operating system?

- a. iOS
- b. Windows Phone
- c. Android
- d. None of these

Answer: d. None of these

14. Which of the following is not an interactive/GUI-based operating system?

- a. Android
- b. DOS
- c. Windows
- d. Linux

Answer: b. DOS

15. DOS stands for _____

- (a) Disk Operating System
 - (b) Dot Operating System
 - (c) Disk Open System
 - (d) Disk Operating Secure
- Answer: (a) Disk Operating System

16. Which of the following is Microsoft Product?

- (a) DOS
- (b) Windows
- (c) Android
- (d) Linux

Answer: (b) Windows

17. _____ operating system is an example of an interactive operating system.

- (a) Windows
- (b) DOS
- (c) Linux
- (d) None of the above

Answer: (a) Windows

18. GUI stands for _____

- (a) Graphical User Interface
- (b) Graphical User Interaction
- (c) Graphical User Interactive
- (d) None of the above

Answer: (a) Graphical User Interface

19. Which operating system allows only one user to do a task on the computer and one thing at a time?

- (a) Single-user, multi-task operating system
- (b) Single-user , single-task operating system
- (c) Multi-user
- (d) None of the above

Answer: (b) Single-user, single-task operating system

20. Which Operating System is used to control machineries like robots in complex animations and computer-controlled automated machines

- (a) Real Time
- (b) Multi-user
- (c) Single-user, multi-task operating system
- (d) Distributed

Answer: (a) Real Time

21. Examples of real-time operating systems is :

- (a) Windows CE
- (b) Lynx OS
- (c) Both of the above
- (d) None of the above

Answer: (c) Both of the above

22. Examples of distributed operating systems is

- (a) Windows

- (b) Unix
- (c) Linux
- (d) All of the above

Answer: (d) All of the above

23. _____ operating system enables multiple users to work on the same computer simultaneously.

- (a) Single-user , single-task operating system
- (b) Single-user, multi-task operating system
- (c) Multi-user
- (d) None of the above

Answer: (c) Multi-user

24. Which Operating System enables single user to operate on several programs at the same time.

- (a) Single-user, multi-task operating system
- (b) Multi-user
- (c) Single-user , single-task operating system
- (d) Real Time

Answer: (a) Single-user, multi-task operating system

25. Example of a Multi-Tasking Operating System is

- (a) Windows
- (b) Apple MacOS
- (c) Both of the above
- (d) None of the above

Answer: (c) Both of the above

26. An operating system in which commands can be entered by clicking/double-clicking/right-clicking a mouse is :

- (a) GUI-based
- (b) CUI-based
- (c) TUI-based
- (d) None of the above

Answer: (a) GUI-based

27. Examples of Mobile operating Systems is :

- (a) Android
- (b) Symbian
- (c) iOS
- (d) All of the above

Answer: (d) All of the above

28. The first screen that appears on monitor after loading OS is called _____

- (a) Icons
- (b) Desktop
- (c) Wall paper
- (d) None of the above

Answer: (b) Desktop

29. Small pictures on the desktop are called _____

- (a) Desktop
- (b) Symbols
- (c) Icons

(d) Pictures
Answer: (c) Icons

30. Picture used for the desktop background is called _____

- (a) Wallpaper
- (b) Background image
- (c) Wall image
- (d) Desktop image

Answer: (a) Wallpaper

31. Start button is present on _____ side of the Taskbar.

- (a) right
- (b) left
- (c) top
- (d) bottom

Answer: (b) left

32. Bar present at the bottom of the desktop is called _____

- (a) Status bar
- (b) Scroll bar
- (c) Taskbar
- (d) None of the above

Answer: (c) Taskbar

33. Components of Windows 7 Desktop is/are :

- (a) Desktop
- (b) Wallpaper
- (c) Taskbar
- (d) All of the above

Answer: (d) All of the above

34. Which icons allows user to access all drives, files, and folders on the computer.

- (a) Recycle Bin
- (b) Computer
- (c) Application
- (d) Start button

Answer: (b) Computer

35. The main components of Taskbar is/are

- (a) Start button
- (b) Active Applications
- (c) Date/Time icon
- (d) All of the above

Answer: (d) All of the above

36. Deleted files and folders are stored in _____

- (a) Recycle bin
- (b) My Computer
- (c) Control Panel
- (d) None of the above

Answer: (a) Recycle bin

37. Everything we store in computer is stored in the form of a _____.

- (a) Folder
- (b) Sub folder
- (c) File
- (d) None of the above

Answer: (c) File

38. _____ is a way in which you give name to a file, store it and retrieve it.

- (a) Operating System
- (b) Formatting System
- (c) File System
- (d) None of the above

Answer: (c) File

39. Files can be separately placed into groups, called _____.

- (a) Folders
- (b) Directories
- (c) Both a and b
- (d) None of the above

Answer: (c) Both a and b

40. A _____ may contain one or more files and sub-folders within. This allows easy accessibility of files.

- (a) Folder
- (b) Directory
- (c) Sub-folder
- (d) None of the above

Answer: (c) Sub-folder

41. A new folder is created with the default name _____.

- (a) New Folder
- (b) New Directory
- (c) New
- (d) None of these

Answer: (a) New Folder

42. A _____ menu is appearing, when you right-click in a blank area of the desktop.

- (a) Shortcut Menu
- (b) Context Menu
- (c) Both (a) and (b)
- (d) None of these

Answer: (c) Both (a) and (b)

43. What is the shortcut key to rename a file or folder in windows?

- (a) Ctrl + R
- (b) F2
- (c) Alt + R
- (d) Ctrl + F2

Answer: (b) F2

44. Which of the following functions is not performed using a mouse?

- (a) Turn on
- (b) Hover
- (c) Right click

(d) Drag and Drop
Answer: (a) Turn on

45. What is the shortcut key to delete a file or folder in windows?

- (a) Del
- (b) Ctrl + D
- (c) Alt + D
- (d) Ctrl + Del

Answer: (a) Del

46. Similar types of files can be placed into a group called _____

- (a) File
- (b) Folder
- (c) Shortcut
- (d) None of these

Answer: (b) Folder

47. To change the name of the folder, right-click and select _____ option from the Shortcut menu.

- (a) Change Name
- (b) Modify Name
- (c) Rename
- (d) None of these

Answer: (c) Rename

48. To create a file, in the shortcut menu, click New and select the _____ of the file you want to create.

- (a) type
- (b) name
- (c) new
- (d) None of these

Answer: (a) type

49. What is the term used when you press and hold the left mouse key and move the mouse around?

- (a) Highlighting
- (b) Dragging
- (c) Selecting
- (d) Moving

Answer: (b) Dragging

50. Which of the following ways you can use to copy / move files and folders?

- (a) Shortcut Menu
- (b) Drag and Drop
- (c) Using Keyboard (Shortcut keys)
- (d) All of the above

Answer: (d) All of the above

51. To copy a file/folder, right-click and select _____ option from the Shortcut menu.

- (a) Copy
- (b) Duplicate
- (c) Move
- (d) Cut

Answer: (a) Copy

52. To paste a file/folder, right-click and select _____ option from the Shortcut menu.

- (a) Stick
- (b) Glue
- (c) Paste
- (d) Cream

Answer: (c) Paste

53. To copy a file/folder using Drag and Drop method, hold down the _____ key while dragging it to the new location.

- (a) Alt
- (b) Shift
- (c) Ctrl
- (d) Alt + Ctrl

Answer: (c) Ctrl

54. What is the shortcut keys to copy something?

- (a) Ctrl + X
- (b) Ctrl + C
- (c) Ctrl + Z
- (d) Ctrl + V

Answer: (b) Ctrl + C

55. What is the shortcut keys to paste something?

- (a) Ctrl + X
- (b) Ctrl + C
- (c) Ctrl + Z
- (d) Ctrl + V

Answer: (d) Ctrl + V

56. When you _____ a file or a folder, a duplicate of the original file or folder is created at the new location, and the original remains as it is.

- (a) Copy
- (b) Cut
- (c) Rename
- (d) Delete

Answer: (a) Copy

57. When you _____ a file or a folder, the original file or folder is moved to the new location?

- (a) move
- (b) cut
- (c) copy
- (d) Either (a) or (b)

Answer: (d) Either (a) or (b)

58. You can permanently delete the contents of the Recycle Bin. Right-click the Recycle Bin icon and then click _____.

- (a) Empty
- (b) Delete
- (c) Empty Recycle Bin
- (d) Delete Recycle Bin

Answer: (c) Empty Recycle Bin

59. To recover a file from the Recycle Bin, right-click the file, and then click _____.

- (a) Recover
- (b) Restore
- (c) Move
- (d) Undelete

Answer: (b) Restore

60. To restore a file from the Recycle Bin, select the file, and click _____.

- (a) Recover this item
- (b) Restore this item
- (c) Move this item
- (d) Undelete this item

Answer: (b) Restore this item

QUESTIONS AND ANSWERS (SET 01)

1. What is ICT?

Answer – Information and Communication Technology (ICT) is an acronym for information and communication technology.

ICT helps in the proper sharing, receiving, and processing of information, and an ICT device is a device that is used for processing, storing, and delivering information to others.

Examples of ICT devices are – Laptop, Desktop, Tablets and Smartphones.

2. Objectives of Information and communication technology? Advantages and disadvantages of ICT.

Answer – Full form of ICT is Information and communication technology. The goal of ICT is to bridge the gap between parents, educators, and students by encouraging sustainable, cooperative, and transparent communication methods.

Advantages of ICT

- a. Enhanced the modes of communication
- b. Independent learning platforms Cost – efficient
- c. Enhanced data and information security
- d. Paperless – Eliminate the usage of paper
- e. Better teaching and learning methods
- f. Web – based LMS tools

Disadvantages of ICT

- a. Traditional books and handwritten methods are at risk.
- b. Managing courses online is difficult
- c. Teachers require experience to handle ICT
- d. Risk of cyber attacks and hacks
- e. Misuse of technology

3. Difference between Hardware and Software?

Answer – A computer system consists of two main parts – Hardware and Software

- a. Hardware – Hardware is a physical part of a computer system. We can feel and touch the hardware devices. example – CPU, Mother Board, Hard Disk, Keyboard, Mouse, Printer etc.
- b. Software – Software related to the programs which perform different types of tasks on the computer system. Program is a collection of Instructions. It also helps the computer to perform the specific task. Example – Open Office Base, Spreadsheet, Presentation etc.

4. What is BIOS?

Answer – BIOS stands for Basic Input/ Output System, It helps the computer system to identify (Self-test) the paraperaphal devices which are connected to the computer system and helps computers to load Operating System properly.

5. What are the different types of keys in Keyboard?

Answer –

- a. Function keys – F1 to F12 are function keys in the keyboard, function keys are used for specific purposes.
- b. Control keys – SHIFT, CONTROL (CTRL),ALT, SPACEBAR, TAB AND CAPS LOCK are known as a control key, these keys are used as per the demand.
- c. Enter key – ENTER or RETURN keys are known as Enter key, depending on the brand of computer that you are using.
- d. Punctuation keys – It includes keys for punctuation marks, such as colon (:), semicolon (;), question mark (?), single quotation marks (‘ ’), and double quotation marks (“ ”).
- e. Navigation keys – END, HOME, PAGE DOWN, PAGE UP and Arrow keys are known as navigation keys, these keys are used to move up, down, left or right in the document.
- f. Command keys – BACKSPACE, INSERT (INS) and DELETE(DEL) are known as command keys. INSERT key allows you to overwrite characters to the right side. The DELETE command key and BACKSPACE key are used to remove typed text, character, or any other objects from the right and left side of the cursor.
- g. Windows key – Windows key is used to open the Start menu.

6. What is the purpose of Mouse?

Answer – The purpose of the mouse is –

- a. Roll Over or Hover – Whenever we bring the mouse over the files, it shows the details of the file.
- b. Click or Double Click – Mouse allows you to select, open or delete files and folders from the computer system.
- c. Drag and Drop – Click on the file and drag and drop your file where you want.

7. What are files and folders in a computer system?

Answer –

- a. File – File is a collection of information different types of files store different types of information. Every file has a file name and extension that identifies the type of file.
- b. Folder – Folder is a collection of files or a group of files.

8. How to maintain a computer system?

Answer – Some simple ways to take care of computer system are –

- a. Keeping a Device Clean – Always keep a device clean, such as the keyboard, the screen, and the mouse. Handle your gadget with care, keep it cool, and don't overload your battery.
- b. Prepare a Maintenance Schedule – Make a schedule for computer maintenance.

Daily Maintenance

- a. Clean up your email inbox
- b. Save Important attachments and save in folder

Weekly Maintenance

- a. Clean your Keyboard, monitor, CPU and printer
- b. Backup your data

Monthly Maintenance

- a. Clean unused photographs

- b. Clean up Download folder
- c. Uninstall unused programs
- d. Run full system virus scan
- e. Run disk – cleaner software

Yearly / Annual Maintenance

- a. Clean up social media accounts
- b. Clean up e-mail contact list
- c. Update your operating System

9. How to increase Computer performance?

Answer – We frequently install a large number of applications, which slows down the computer. Always attempt to uninstall unnecessary applications, temporary files, and antivirus software updates.

10. What is a Security Break?

Answer – Security break is leakage of information stored in a computer.

Your personal information can be lost or leaked in two ways –

We are not cautious when it comes to disclosing personal information via the internet. We share our account information and passwords on unsafe websites.

A person gets unauthorized access to our computer. This can happen at work if we don't log out before leaving the computer.

11. What are the threats?

Answer – Threats are ways in which personal information from a computer can be released without our knowledge.

a. Theft – Theft means stealing of information or hardware. These maybe of three types:

i. Physical – Where a person may steal your desktop computer or laptop.

ii. Identity – A hacker gets your personal information and uses it to impersonate you. The hacker can use this fake identity to get access to your account information or engage in illegal activity.

b. Software Piracy – This is stealing of software and includes using or distributing unlicensed and unauthorized copies of a computer program or software.

i. Virus – Viruses are computer programmes that can corrupt data and software applications, as well as steal data from computers. Worms and Trojan Horses are two major forms of viruses.

ii. Worms – Worms are viruses that replicate and spread to all files on a computer once they attack a computer. This makes it very difficult to remove them.

A Trojan Horse appears to be a useful software programme, but once it reaches a computer, it begins to behave like a virus and destroys the data.

iii. Online Predator – Online predators are persons who use the internet to trap you into unhealthy relationships. They could be older people appearing as your age who harass you into doing unlawful things online.

iv. Internet Scams – You may occasionally receive highly appealing offers claiming that you have won a large sum of money in a lottery and that you can claim your win by depositing a specific amount of money. When you deposit money with a credit card or through online banking, you not only lose the deposit money but your card / account information may be misused later.

12. How can we protect our data?

Answer – To protect our data from theft and viruses we can take the following measures –

a. Use Strong password in your account – Make your passwords difficult to guess. When creating a new password, attempt to use a combination of

Small Character
Capital Character
Special Character
Numbers

- b. Install Antivirus and Firewall –Anti-virus software and a firewall protect your data from virus and from hackers.
- c. Encrypt your data – Keep your information in an encrypted format to keep it safe from unauthorized users.
- d. Open only secure site – Before visiting a website, make sure the address begins with https://. A website that begins with https:// is a secure website.

QUESTIONS AND ANSWERS (SET 02)

Q1. What do you mean by ICT?

Ans. ICT stands for Information and Communication Technology. ICT refers to all the tools related to storing, recording and sending digital information.

Q2. Differentiate between Hardware and Software ?

Ans.

Hardware: The physical components that we can see and touch.

Monitor, Keyboard are examples of Hardware

Software: It is a set of programs/instructions that perform a specific task

MS Paint, MS Word are examples of Software.

Q3. What do you mean by Operating System?

Ans. Operating System : It is a software that act as an interface between the user and the computer.

Q4. Give two examples of mobile operating system.

Ans. Two examples of mobile operating system :

- a. Apple iOS
- b. Google Android

Q5. Name two operating systems for laptops or desktop.

Ans. Two operating systems for laptops or desktop are:

- a. Ubuntu
- b. Microsoft Windows

Q6. Identify me

- a. I am a physical part of computer.
- b. I am a collection of instruction doing specific task.
- c. I am the software that starts working as soon as we switch on a computer.
- d. I am an input device used to type text, numbers etc
- e. I am a small device that you can use to move, select and open items on your computer screen.

Ans. a. Hardware b. Software c. Operating System d. Keyboard e. Mouse

Q7. Expand BIOS?

Ans. BIOS stands for Basic Input/Output System

Q8. What do you mean by Input device? Give two examples.

Ans. Those devices which are used to feed data/command into the computer are called Input device. for example Keyboard and Mouse.

Q9. What do you mean by drag and drop?

Ans. Moving an item from one location to another with the help of mouse button. This is called drag and drop.

Q10. Differentiate between files and folder.

Ans.

File: A place where information is stored in computer. It has a name and extension both

Folder: A location where a group of files can be stored. It has only name.

Q11. Write the extension for the following.

a. A Notepad file

b. A Sound File

c. An image file

Ans. Extensions are a. .txt b. .mp3 c. .jpg

Q12. The file name and file name extension are separated by a _____

Ans. dot (.)

Q13. Write the steps to create folder on desktop?

Ans. The steps to create folder on desktop are:

1. Right-click on desktop and then choose the 'New Folder'.

2. Type the name of the folder.

Q14. Write the shortcut command for the following.

a. Cut

b. Copy

c. Paste

d. Undo

e. Redo

f. Select all

Ans. Shortcut commands are:

a. Cut - Ctrl + X

b. Copy - Ctrl + C

c. Paste - Ctrl + V

d. Undo - Ctrl + Z

e. Redo - Ctrl + Y

f. Select all - Ctrl + A

Q15. Write the basic tips for taking care of Laptop/Desktop.

Ans. Basic tips for taking care of Computer are :

1. Avoid eating anything over a keyboard.

2. Wipe the screen with a soft cloth.

3. Avoid eating or drinking near computer.

4. Handle and move your laptop carefully.

Q16. What do you mean by Data Backup?

Ans. Backing up data means to save the information present on your computer on another device, such as CD/DVD drives or hard disk.

Q17. What do you mean by Spam?

Ans. We get mails from companies who are advertising a product or trying to attract you to their website. Such mails are called Spam.

Q18. How can you increase the performance of a computer?

Ans. We can increase the performance of a computer by

- a. Using an updated Antivirus Software
- b. Removing unnecessary files and data, such as temporary files and images.

Q19. _____ is leakage of information stored in a computer.

Ans. Security break

Q20. What do you mean by Virus?

Ans. Viruses are computer programs that can damage the data and software programs or steal the information stored on a computer.

Q21. Name two types of Virus.

Ans. Worms and Trojan Horse

Q22. Differentiate between Worms and Trojan Horse.

Ans.

Worms: These are viruses that replicate and spread to all files once they attack a computer.

Trojan: A Trojan Horse seems to be a useful program but once it reaches a computer it starts destroying data.

Q23. What do you mean by Online predators?

Ans. Online Predator: Online predators are people who trap you into inappropriate relationships.

Q24. Write few tips to protect your data from online theft and viruses.

Ans. Few tips to protect our data from online theft and viruses are:

- a. Use passwords to login to your computer:
- b. Install Anti-virus and Firewall:
- c. Use Data Encryption
- d. Give details of your credit card or bank account only on secure sites

Q25. What do you mean by threats to Computer?

Ans. Threats are the ways in which personal information can be leaked from a computer without our knowing.

Q26. List the various threats to a computer and its data.

Ans. The various threats to a computer and its data are:

1. Virus
2. Phishing
3. Online theft
4. Cyber crime
5. Hacking

Q27. _____ is stealing of software and using of unlicensed and unauthorized copies of a computer software.

Ans. Software Piracy

Q28. What is 's' in "https"?

Ans. 's' stands for secure.

Q29. Name the encrypting feature of Windows.

Ans. BitLocker

Q30. List the various types of keys available on Keyboard.

Ans. The various types of keys available on Keyboard are :

- a. Control keys
- b. Function Keys
- c. Alphabet Keys
- d. Numeric Keys
- e. Navigation Keys

Q31. When the _____ key is turned ON, it helps to overwrite characters to the right of the cursor.

Ans. INSERT

Q32. Name two keys available on keyboard which are used to remove typed text or characters.

Ans. Delete and Backspace

Q33. _____ key helps to move the cursor to the beginning of a new line.

Ans. RETURN or ENTER

Q34. Pressing _____ key opens the Start menu.

Ans. Windows

Q35. Name any two file extensions.

Ans. Two file extensions are : a) .txt b) .doc c) .jpg d) .xls



ICT SKILLS II

REVISION NOTES

ICT skills help us to communicate, run our business and stay connected with our family and friends. Hence, every person needs to acquire ICT skills and build them to stay updated with the latest software and applications (apps).

COMPUTER HARDWARE AND SOFTWARE

A computer system consists of two main parts—

Hardware- The physical parts that we can see and touch are called hardware. It is the machinery of a computer. These are the keyboard, monitor, CPU, etc.

Software: The part which cannot be seen but it makes hardware to work. Example: Windows, MS office etc.

OPERATING SYSTEM

An operating interface between user and computer which directs the processing of programmes and controls the operation of computer.

Some of the functions of Operating system are:

- It supervises all the hardware on a computer and monitors each device's status, including whether it's in use or not.
- It also checks whether the device is functioning properly or not.
- It also controls software resources of the computer.
- It controls how much memory is used by the computer, keeping track of which memory is free and which memory is being used by which software.
- It controls how a computer system's files and directories are organized.
- It keeps track of the amount of disk space used by a specific file.
- It allows you to create, copy, move and delete files.

Types of Operating Systems

The different types of operating systems are as follows:

Single-user , single-task operating system – This kind of operating system only permits one person to use the computer at a time for one job.

Single-user, multi-task operating system – This kind of operating system is used on desktop and laptop computers, which allow one user to run multiple programmes simultaneously. Examples of single-user multitask operating systems are Windows and Apple MacOS.

Multi-user – A multi-user operating system enables multiple users to work on the same computer at different times or simultaneously.

Real Time – A computing environment that responds to input within a specific period of time. is known as a real-time operating system. It controls the computer's resources so that each operation is completed in exactly the same amount of time each time. Real-time operating systems include Lynx OS and Windows CE.

Distributed – A distributed operating system runs on a set of computers that are interconnected by a network. It combines the different computers in the network into a single integrated computer and storage location. Windows, UNIX, and LINUX are examples of distributed operating systems.

Interactive (GUI-based) – An operating system that is user-friendly has a graphical user interface where commands can be entered by clicking, double-clicking, or right-clicking the mouse. Windows is the example of Interactive Operating System.

MENU, ICONS, AND TASK BAR ON THE DESKTOP

The components of Windows are as follows –

Taskbar – The long horizontal bar at the bottom of the screen is called the taskbar. The Start button is located to the left of the Taskbar, and Date/Time is located to the right. On the Taskbar, you can also see icons for open programmes and a few shortcuts.

Start button – It is located on the left of the taskbar. Clicking the Start button opens the Start menu and provides access to programs and features.

Recycle Bin – The user's deleted files and folders are kept in the Recycle Bin. You can restore accidentally deleted files or folders from the recycle bin.

CREATING AND MANAGING FILES AND FOLDERS

Files – Every single thing you keep on your computer is kept as a file. A file system is a method for naming, storing, and retrieving files.

Creating File

1. Right-click anywhere in the blank area of the right-column.
2. In the Shortcut menu, click New and select the type of the file you want to create.

Renaming folders and files

1. Right-click the file or the folder.
2. From the shortcut menu, select Rename option.
3. Type the new name or edit the existing name and press the Enter key.
4. Or Just select the file/folder and press Function key F2.
5. Right-click anywhere in the blank area of the right-column.
6. In the Shortcut menu, click New and select the type of the file you want to create.

Folder – Folders and directories are groups which contain single or multiple files. There may be related files and/or subfolders in each directory and folder. One or more files and other sub-folders may be located inside a sub-folder. This makes files easily accessible.

Creating Folder

1. Double-click the Computer icon.
2. Select the drive in which you want to create a new folder. Say, Local Disk D:.
3. Window will open up showing files and folders in Local Disc D:
4. Click New Folder on the toolbar
5. A new folder is created with name New Folder highlighted.
6. Type a name for the folder

Renaming folders and files

1. Right-click the file or the folder.
2. From the shortcut menu, select Rename option.
3. Type the new name or edit the existing name and press the Enter key.
4. Or Just select the file/folder and press Function key F2.

Deleting files or folders

1. Click the file or the folder.
2. Press the Delete key.
3. Or Right-click and select Delete option from the Shortcut menu.

BASIC SHORTCUTS

CTRL+ z — undo

CTRL+ y — redo

CTRL+ a — select all

CTRL+ x — cut

CTRL+ c — copy
CTRL+ v — paste
CTRL+ p — print
CTRL+ s — save.

APPLY BASIC SKILLS FOR CARE AND MAINTENANCE OF COMPUTER

Computer systems require maintenance in order to function properly. System failure may result from poor maintenance. You may be able to keep it in good working order by giving it routine care and maintenance. Installing updates, security, creating backups, and scanning are all part of routine system maintenance.

To keep the computer system's maintained you should follow the following activity –

1. Keep the computer dust free.
2. Do not eat or drink while working on the computer. Food or drink may spill on the system.
3. To keep the keyboard clean, make sure your hands are clean before using it.
4. CDs and DVDs should be handled carefully so that it does not get any scratches.
5. Keep keyboard covered when not in use.

CLEANING THE COMPUTER COMPONENTS

Computer components needs proper care to last longer. Preventive maintenance increases the life of the components.

General precautions to be taken while cleaning the computer components are:

- Always Power Off the computer system before cleaning.
- Never spray cleaning fluid directly on the component of the computer. First spray the liquid on the cloth and then wipe the component.
- Do not allow the cleaning liquid to drip near the circuit board.
- Preferably use anti-static wrist band which helps to prevent building up of static electricity near electronic device.

Computer monitor

To clean the computer monitor, you can use a soft lint-free cloth, like cotton and water or special cleaning liquid. You should not spray water or cleaning liquid directly on the computer monitor as it may run through the seams.

Keyboard

The keyboard might be harmed by dirt and dust. If dirt gets inside the keyboard's keys, the keys could not work properly. Every now and then, move the keyboard while holding it upside-down to clean it.

Optical Mouse

With a clean, lint-free cloth, you can clean the optical mouse's bottom. Air or a cotton swab can be used to clean the lens region.

Digital camera

Never touch the camera's lens. You can use a soft lens brush or a soft, dry cloth to remove the dust. You can use a special lens cleaning solution to remove tenacious dust, but first you should apply it to a tissue before wiping the lens. Never spray fluid over the lens directly.

CDs and DVDs

Keep CD/DVD in proper case to prevent damage. If there is some dirt on the CD or DVD, it may not work at all. Finger prints and dirt can be removed by lightly rubbing with a clean lint-free cotton cloth.

PREPARING MAINTENANCE SCHEDULE

Regular maintenance of the computer system is very important.

Some of the maintenance activities are:

- Keep the components of the computer, like keyboard, mouse, monitor, etc. clean.
- Replace hardware that is not functioning properly
- Keep food items away from the computer

- Cables and chords should not be messed up
- Removing unauthorized software from the computer
- Take regular backup of the data
- Ensure backups are working properly by periodically restoring or checking of data. You should use external hard drive for backup of data on your computer.
- Run anti-virus periodically
- Keep anti-virus software up to date
- Do not overcharge the batteries
- Do not block the vents
- Always shut down the computer properly

PROTECTING COMPUTER AGAINST VIRUSES

An Illegal programme known as a computer virus attaches to other programmes and modifies their behaviour. A virus might or might not cause harm. Some viruses damage computer programmes or delete data. Vital Information Resource Under Seize is referred to as VIRUS.

A computer can get infected with virus in any of the following ways:

- Infected files
- Infected pen drives
- Infected CD-ROMs/DVD-ROMs
- Through infected file attachment of e-mails

A computer virus cannot do the following:

- It cannot infect files on CD or DVD, if they are closed for writing.
- It cannot infect computer hardware like, keyboard, mouse, etc.

How do we know that our computer is infected with virus?

- Computer runs very slow
- There is change in the file size
- Computer often stops responding
- There is an increase in number of files (unusual)
- Unusual error message appears on the screen
- Computer restarts on its own

Scanning and cleaning viruses and removing SPAM files, temporary files and folders

- Install and use anti-virus software.
- Keep anti-virus software updated.
- Scan all the files that you download from the Internet
- Do not open e-mails of an unknown person/sender
- Don't allow any untrustworthy person to use your system.
- New use unknown pen drive/CD on your computer
- Never click on the windows that pop-up when you are surfing the Internet.

Preparing computer against virus

For an anti-virus program to be work effective do the following:

- It needs to run in the background at all times.
- Keep the anti-virus software updated so that it can recognize new viruses.
- Run full disk scans periodically.

REMOVING TEMPORARY FILES

When you use computer programmes, temporary files are created automatically. A TMP file is also known as Temporary file and it is created in the Microsoft Windows and Windows apps. Web browsers also create temporary files to store your browsing history.

1. Double-click Computer icon on the desktop.
2. The Computer Window opens.
3. Right-click Local Disk C: and select Properties option from the Shortcut menu
4. The Properties window opens. Click Disk Cleanup.
5. The Disk Cleanup for C: window appears

6. Click the Check box next to Temporary Files, Temporary Internet files, etc. that you want to delete.
7. Click OK.
8. A confirmation message will appear
9. Click Delete Files.
10. Windows will delete all the temporary files on the computer.

REMOVING FILES OF TEMPORARY FOLDER

1. Press Windows button + R on the keyboard.
2. The Run dialog box appears.
3. Type %temp%
4. The Temp folder opens Click Ctrl + A to select all the files in the folder. Press Delete key.
5. A message box appears. Click Yes to confirm.

FIREWALL

A computer firewall is a network security system, software, or programmable device that monitors and regulates incoming and outgoing network traffic in accordance with user-defined security rules. Computers connected to a network, such as a LAN or the Internet, are more securely protected by firewalls. Typically, a firewall creates a wall between a trusted internal network and an unreliable external network, like the Internet. Each packet of data, whether it is coming in or going out, is examined by the firewall, which then decides whether it should be permitted to pass or stopped.

COOKIES

When you visit an internet website, a user's computer stores a little file known as a cookie on it. These files are used to store information personal to a given client and website.

A cookie is sent by a website when you visit it and is saved on your computer in a file. A cookie can only be read by the website that created it. This information cannot be accessed by other servers.

BASIC TIPS FOR TAKING CARE OF DEVICES

(i) Keyboard: You can clean a keyboard with a soft brush

(ii) Screen: You can wipe the screen with a soft cloth to remove any finger marks.

(iii) Handle devices carefully: Handle and move your laptop carefully and avoid dropping or banging it against a hard surface.

(v) Keep the computer cool: If a computer, laptop or mobile device gets overheated, the internal parts can be damaged. The CPU has an internal fan to keep it cool. We should make sure the fan is functioning.

(vi) Do not overcharge your battery: Sometimes we keep a device plugged in for charging even after it is fully charged. This reduces the battery life. Always unplug the device once it is charged 100%.

(vii) Always plug in devices carefully: Any device being connected to a laptop or computer such as a USB drive or headphones, should be done gently. It should not be forced into the port.

(viii) Do not run too many programs at a time: When too many programs are running at the same time, the computer can become slow and even crash.

PREPARE A MAINTENANCE SCHEDULE

(a) Daily Maintenance

- i. Clean up your e-mail inbox
- ii. Download e-mail attachments and save in proper folders

(b) Weekly Maintenance

- i. Clean your keyboard
- ii. Clean your monitor
- iii. Dust CPU and printer
- iv. Backup your data to an external drive

(c) Monthly Maintenance

- i. Transfer photographs to computer and delete from drive
- ii. Organise photos into folders or albums
- iii. Clean up 'Download' folder
- iv. Uninstall unused programs and apps
- v. Run disk-cleaner software
- vi. Run full system virus scan

(d) Yearly/Annual Maintenance

- (i) Clean up contacts list on social media accounts
- (ii) Clean up e-mail contact list
- (iii) Update your operating system
- (iv) Check for expiry of anti-virus software and renew

BACKUP YOUR DATA

Backing up data means to save the information present on your computer on another device, such as CD/DVD drives. Data can be recovered from here in case the computer stops working completely. Computers can crash, humans can make mistakes and natural disasters, such as floods, can happen.

Scanning and Cleaning Viruses

Sometimes computer viruses can enter a computer from such attacks we can install anti-virus software. This will prevent any viruses from entering and will also clean any viruses that may enter our system before they affect the data.

Increasing Computer Performance

If we have been using a computer for a long time we have a lot of unnecessary files and data, such as temporary files and images. When they use too much hard-disk space, the performance of the computer goes down. It is important that we keep cleaning by removing any extra files.

Removing SPAM from your Computer

Sometimes we get emails from companies who are advertising a product or trying to attract you to their website. Such mails are called SPAM. We should never respond to SPAM and delete it on a regular basis.

THREATS TO COMPUTER

Threats are the ways in which personal information can be leaked from a computer without our knowledge.

(a) Theft: Theft means stealing of information or hardware. These may be of three types:

- **Physical:** Where a person may steal your desktop computer or laptop.
- **Identity:** Where a hacker steals your personal information and assumes your identity. Using this false identity, the hacker can gain access to your account information or perform illegal activity.
- **Software Piracy:** This is stealing of software and includes using or distributing unlicensed and unauthorised copies of a computer program or software.

(b) Virus: Viruses are computer programs that can damage the data and software programs or steal the information stored on a computer. Major types of viruses are Worms and Trojan Horse.

Worms: These are viruses that replicate themselves and spread to all files once they Information and Communication Technology Skills 81 attack a computer. This makes it very difficult to remove them.

Trojan Horse: A Trojan Horse disguises itself i.e., it appears to be a useful software program but once it reaches a computer it starts behaving like a virus and destroying data.

- **Online Predator:** Online predators are people who trap you into inappropriate relationships. They may be older people posing to be your age, bullying you into doing illegal activities online and sometimes face to face.

- **Internet Scams:** Sometimes you may receive very attractive offers saying you have won huge money in a lottery and that you can claim the prize by depositing a certain amount of money. When you deposit the money using credit card or online banking, you not only lose the deposit money but your card/account information may be misused later.

PROTECTING YOUR DATA

(a) Use passwords to login to your computer: Use passwords that are difficult to guess. Passwords are difficult to hack if they are a mix of small (For example 'a b c d') and capital letters (For example, 'H J E R'), numbers (For example '8 7 6 5') and special characters (For example, '% ^ # \$'). This would prevent unauthorised people from using your computer.

(b) Install Anti-virus and Firewall: Anti-viruses and Firewall monitor the data coming in and out of a computer and prevent and viruses from entering. Anti-viruses can also detect and clean viruses that may have entered a computer.

(c) Encrypt Data: This is usually done by banks and companies in which important customer information is stored. They can encrypt their entire hard disk using the encrypting feature in Windows (Bitlocker). This would force users to use a decryption password (or key) before starting the computer thus preventing unauthorised usage.

(d) Secure sites: Give details of your credit card or bank account only on secure sites. See in the address bar of the browser. If the site address starts with https://and a lock symbol, then it is safe to give your credit card and bank details.



ENTREPRENEURIAL SKILLS II

NCERT/CBSE TEXTBOOK QUESTIONS

A. Here are some stories of some entrepreneurs. Tick the option for the quality they are showing.

1. Ravi's customer comes to his store and starts shouting at him. He does not get angry. He listens to what his customer is saying. He is _____.

- (a) hardworking (b) confident (c) patient (d) prying new ideas

Ans: (c) patient

2. Susheela decides to sell her company tyres in Sri Lanka. It does not sell and she has a loss. She apologises to the people who work for her. She says she will plan better next time. She _____.

- (a) takes responsibility for your mistakes
(b) thinks before making a decision
(c) does not give up
(d) is creative

Ans: (a) takes responsibility for your mistakes

B. Tick the correct option for the function that the entrepreneur is doing.

1. Ali has a diamond factory. He pays his employees on the 1st of every month.

- (a) Creates a new product (b) Manages the business (c) Takes risk

Ans: (b) Manages the business

2. Mary buys bulbs for her business from Noida. She learns that bulbs are cheaper in Faridabad. So, she decides to start buying bulbs from there.

- (a) Makes decisions (b) Divides income (c) Takes risk

Ans: (a) Makes decisions

3. Rehnuma has two people who work for her. Every day, she spends one hour with them to learn about what they've done that day.

- (a) Creates a new product (b) Divides income (c) Manages the business

Ans: (c) Manages the business

C. Write against the option, if the business idea is of self-employment or wage employment.

- (a) Cooking in a restaurant

Ans. Wage Employment

- (b) Owning a clothing business

Ans. Self Employment

- (c) Having a dosa selling stall

Ans. Self Employment

D. Subjective question

1. List the ways in which an entrepreneur affects a society.

Ans: The ways in which an entrepreneur affects a society are:

- **Fulfil Customer Needs:** Entrepreneurs find out what people want. Then, they use their creativity to come up with a business idea that will meet that demand.
- **Use Local Materials:** Entrepreneurs use the material and people available around them, to make products at low cost.

- **Help Society:** They make profits through activities that benefit society. Some entrepreneurs work towards saving the environment, some give money to build schools and hospitals. This way, the people and area around them becomes better.
- **Create Jobs:** With the growth of a business, entrepreneurs look for more people to help them. They buy more material, and from more people. They also hire more people to work for them.
- **Sharing of Wealth:** As entrepreneurs grow their business, the people working for them and in related businesses also grow.
- **Lower Price of Products:** As more entrepreneurs sell the same product, the price of the product goes down. For example, when more mobile phones were getting sold in India, the cost of the phone became lesser.

2. What do you think are the important functions of an entrepreneur? Write your answer giving suitable examples.

Ans. The functions of an entrepreneur are:

- **Making Decisions:** An entrepreneur makes decisions everyday. This includes what to produce or sell, how much and where to sell.
- **Managing the Business:** An entrepreneur plans the future of his or her business. He/she arranges for raw material, hires people for work and tells everyone what to do. They also check if the plan is being followed.
- **Divide Income:** The entrepreneur divides the business money into many groups. He/she spends money to buy material, pays rent of the building and salaries to people.
- **Taking Risk:** Risk is the chance of something going wrong. An entrepreneur takes risks against fires, lost items and theft.
- **Create a new Method, Idea or Product:** An entrepreneur is always trying new things. He/she does this to increase their importance and income.

3. What is the difference between a misconception and reality? Give an example.

Ans. The difference between misconception and reality are:

Misconception: A myth, or a misconception, is a false belief or opinion about something. For example, if we think tall people run faster than short people, we have a misconception. It is not true. The truth is that short people can also run fast.

Reality: Reality means the things which actually exist. It may happen that it appears or not. You may have unnoticed it but in actual it exists. In other words, the reality is all the things which has real existence irrespective of appearance or not.

OBJECTIVE TYPE QUESTIONS

1. _____ is the type of self-employment where one is running a business to satisfy the needs of people and looking for ways to make the business better.

- (a) Entrepreneurship
- (b) Entrepreneur
- (c) Business Idea
- (d) Entrepreneurist

Answer: (a) Entrepreneurship

2. Which of the following are the qualities of successful entrepreneurs?

- (a) They are confident.
- (b) They take responsibility for their actions.
- (c) They work hard
- (d) All of the above

Answer: (d) All of the above

3. _____ are people who work for a person or an organization and get paid for that work.
(a) Self employed
(b) Wage employed
(c) Both of the above
(d) None of the above
Answer : (b) Wage employed
4. _____ people are those who start businesses to satisfy the needs of people.
(a) Self-employed
(b) Wage-employed
(c) Both of the above
(d) None of the above
Answer : (a) Self-employed
5. A self-employed person who is always trying to make his/her business better by taking risks and trying new ideas is called _____.
(a) Skilled man
(b) Business man
(c) Entrepreneur
(d) None of the above
Answer : (c) Entrepreneur
6. Ramya and Ramu both own plant shops. Ramu sits at his shop every day. When customers come, he sells to them. Ramya walks around and gets customers to her shop. She also sells seeds and flowers. Who is Entrepreneur out of Ramya and Ramu.
(a) Ramya
(b) Ramu
(c) Both of the above
(d) None of the above
Answer : (c) Both of the above
7. What do entrepreneurs do when they run their business?
(a) They help in increasing jobs in their area.
(b) Helping the people in the society to earn money.
(c) Both of the above
(d) None of the above
Answer : (c) Both of the above
8. Qualities of successful entrepreneurs are.
(a) They keep trying new ideas.
(b) They are confident.
(c) They are creative
(d) All of the above
Answer: (d) All of the above
9. Ravi's customer comes to his store and starts shouting at him. He does not get angry. He listens to what his customer is saying. He is _____.
(a) Hardworking
(b) Confident
(c) Patient
(d) Trying new ideas
Answer : (c) Patient

10. Susheela decides to sell her company tyres in Sri Lanka. It does not sell and she has a loss. She apologises to the people who work for her. She says she will plan better next time. She

- _____ .
- (a) takes responsibility for her mistakes
 - (b) thinks before making a decision
 - (c) does not give up
 - (d) is creative

Answer: (a) takes responsibility for her mistakes

11. As an entrepreneur, you should be _____ .

- (a) Creative
- (b) Hard Working
- (c) Decision Maker
- (d) All of the above

Answer: (d) All of the above

12. An entrepreneur do the things as _____ .

- (a) others are doing
- (b) different from others.
- (c) a lazy person
- (d) None of the above

Answer: (b) different from others.

13. The money used to start a business is called _____ .

- (a) Capital
- (b) Business Money
- (c) Start ups
- (d) None of the above

Answer: (a) Capital

14. Success of entrepreneur depends on _____ .

- (a) Hard Work
- (b) Good Idea
- (c) Both of the above
- (d) None of the above

Answer: (c) Both of the above

15. Which of the following are misconception about Entrepreneur?

- (a) Entrepreneurs are born, not made.
- (b) A person having a big business is an entrepreneur.
- (c) A person needs a lot of money to start a business.
- (d) All of the above

Answer: (d) All of the above

16. A doctor who works for a hospital is a _____ person.

- (a) Wage employed
- (b) Self employed
- (c) Both of the above
- (d) None of the above

Answer: (a) Wage employed

17. Dr. Ravi has his own clinic so he is a _____ Person.

- (a) Self-employed

- (b) Wage-employed
 - (c) Both of the above
 - (d) None of the above
- Answer: (a) Self-employed

18. Positive impact of entrepreneurship on society is _____

- (a) Accentuates economic Growth
- (b) Encourages welfare of the society
- (c) Solves the problems of the society
- (d) All of the above

Answer: (d) All of the above

19. Society plays a role in boosting entrepreneurship by _____ .

- (a) Providing raw materials
- (b) Creating needs and demands
- (c) Both of the above
- (d) None of the above

Answer: (c) Both of the above

20. Adverse impact of entrepreneurship on society is _____ .

- (a) Environmental degradation
- (b) Trade imbalance
- (c) Labour exploitation
- (d) None of the above

Answer: (d) None of the above

21. Which of the following social problems are tackled by social entrepreneurs?

- (a) Low reach of quality education
- (b) Unemployment
- (c) Child labour
- (d) All of the above

Answer: (d) All of the above

22. Agricultural Entrepreneurship helps farmers in _____ .

- (a) finding low-cost innovations in farming processes.
- (b) giving loans to farmers
- (c) giving jobs to the family members of farmers.
- (d) All of the above

Answer: (a) finding low-cost innovations in farming processes.

23. Which of the following entrepreneurship refers to starting industries in which manufacturing, trading, providing services, productions are done on a micro scale?

- (a) Women Entrepreneurship
- (b) Agricultural Entrepreneurship
- (c) Small Scale Entrepreneurship
- (d) None of the above

Answer: Small Scale Entrepreneurship

24. Entrepreneurship skills helps _____ .

- (a) to develop ability to handle failure.
- (b) in making difference to the society.
- (c) to develop critical thinking
- (d) All of the above

Answer: (d) All of the above

25. Which of the following are commercial functions of Entrepreneur?

- (a) Innovation
- (b) Finance and Accounting
- (c) Leadership
- (d) All of the above

Answer : (d) All of the above

26. An enterprise owned and controlled by a woman and giving at least 51 per cent of the employment generated in the enterprise to women is _____ .

- (a) Agricultural Entrepreneurship
- (b) Small Scale Entrepreneurship
- (c) Social Entrepreneurship
- (d) Women Entrepreneurship

Answer: (d) Women Entrepreneurship

27. Entrepreneurs can create jobs in the market. (T / F)

- (a) True
- (b) False

Answer: (a) True

28. When many entrepreneurs sell mobile phones in a market, the prices of phones increase. (T/F)

- (a) True
- (b) False

Answer: (b) False

29. Entrepreneurs identify a need in the market and build a product or service for it. (T/F)

- (a) True
- (b) False

Answer: (a) True

30. All businesses are either skyrocket or fail. (T/F)

- (a) True
- (b) False

Answer: (a) True

SHORT ANSWER TYPE QUESTIONS

31. State a difference between an entrepreneur and a businessman.

Ans. An entrepreneur is different from a conventional businessman. A businessman is someone who sets up a business with an existing idea offering products and services to customers. An entrepreneur, on the other hand, is a person who starts an enterprise with a new idea or concept or a better way to offer an existing idea or concept.

32. What is a business plan?

Ans. An entrepreneur conducts studies to assess the feasibility of the market as regards the proposed products or services. He makes an assessment of the resources required to run the enterprise and the problems that may possibly be faced. Such a blue print of an enterprise is termed as a business plan or a project report.

33. Why an entrepreneur is considered as an ‘enterprising man’?

Ans. A business does not get started by itself. It is the entrepreneur who takes the risks and is willing to face devastating failure. He braves uncertainty, strikes out on his own wit, devotion to duty and singleness of purpose, somehow creates business and industrial activity where none existed before. His values and activities have become integral to corporate culture.

34. What is the contribution of the entrepreneurs in the execution of government policies?

Ans. The entrepreneurs provide an important contribution in implementing government policies and achieving the national goals. They cooperate with the government for implementations of development plans of the country.

35. Explain the quality of an entrepreneur as a passionate person.

Ans. Successful entrepreneurs are passionate about making their business succeed. They genuinely love their work and are willing to put in extra hours to make their business succeed. Success gives them a joy that goes beyond money.

36. How does an entrepreneur promotes economic prosperity of a country?

Ans. Entrepreneurs can bring about drastic changes in the very structure of the economy. They stand beyond challenges and make huge profits in every economic system. They are an important source of economic development. They create jobs, wealth and capital in the country. They promote investment, increase production and bring competitiveness in business, reduce costs of products and raise the standard of living in society.

37. Why an entrepreneur is highly optimistic?

Ans. A successful entrepreneur is always optimistic and is not disturbed by the present problems faced by him. He is always optimistic that the situation will become favourable for business in future.

38. What is entrepreneurship development?

Ans. Entrepreneurship development is the process of improving the knowledge and skills of the entrepreneurs. In other words, it can be said that entrepreneurship development is the process of enhancing an entrepreneur's ability to develop, manage and organise a business venture, while keeping in mind the risks associated with it.

39. What do you mean by the term entrepreneurial skills?

Ans. Entrepreneurial skills are the basic skills that help an entrepreneur to start, develop, finance and successfully run a business. Every entrepreneur who is starting a business must have a complete knowledge of the various aspects of his/her business, not only for the success of his venture; but also for its growth and expansion.

40. Explain the risk bearing characteristic of an entrepreneur.

Ans. An entrepreneur has to have patience to see his efforts bearfruit. In the intervening period (time gap between the conception and implementation of an idea and its results), an entrepreneur has to assume risk. If an entrepreneur does not have the willingness to assume risk, entrepreneurship would never succeed.

41. Do you think an entrepreneur is innovative by nature? Discuss.

Ans. Customer's requirements and tastes keep on changing, therefore, production should meet the customer's requirements. Thus, innovativeness is another important characteristic of an entrepreneur. He always tries to out strive others by taking initiative in doing new things, i.e. exploring new products, new markets, new raw materials, new methods of production etc.

42. Do you think entrepreneur is a leader? Discuss.

Ans. An entrepreneur is essentially a leader. According to K.L. Sharma, a psychologist, entrepreneurs are men who exhibit qualities of leadership in solving problems. They have to lead

a team for achievement of goals. Thus, an entrepreneur must have all universally accepted qualities of a leader, i.e. initiative, high energy level, self-confidence, human relations skills, motivational skills, creativity and keen desire to solve problems.

43. Explain the role of an entrepreneur as a catalytic agent.

Ans. As Joseph Schumpeter says, entrepreneur's task is "creative destruction". He destroys to create new things. He changes and transmutes values. He searches change and responds to it. He is a change creator. Ralph Harwitz writes in his book 'Realities of Profitability', The entrepreneur makes a happening, wants piece of action, is the growth man. Without him there is no happening, no action, no growth.

44. Define an entrepreneur. Explain the leadership and decision-making qualities of an entrepreneur.

Ans. An entrepreneur is someone who perceives opportunity, organises resources needed for exploiting that opportunity and exploits it.

An entrepreneurial leader realises the importance of initiative and reactivity as they go out of their way to provide all support to the team.

Decision-making is an important function because it includes stabilising organisation's aims and objectives and changes them according to the changing conditions.

45. Explain the creative and determined nature of an entrepreneur.

Ans. Creativity Creativity is probably the most important trait of an entrepreneur. Entrepreneurs often come up with innovative solutions and repurpose their products to market them to new industries. Repurposing means transforming a product for an alternative use.

Determination Successful entrepreneurs do not believe that something cannot be done. They make determined efforts and work hard to achieve success in all their endeavours.

46. What are the myths of entrepreneurship? Explain.

Ans. The myths of entrepreneurship are as follows

(i) It is Easy to Start a Business: This depends on the scale of the enterprise. Starting up a large entrepreneurial venture is a challenging process. Small scale enterprises are easier to set up. Moreover, the rate of failure of new ventures is quite high all over the world. Just about one-third of all enterprises become profitable only after operating for several years.

(ii) Lot of Money is needed to Startup a New Venture: Again, this depends on the type and scale of the business venture. There are ventures that can be started with a small amount of money. Big ventures need a lot of investment.

(iii) A Startup cannot Borrow from the Banks: Today our government is promoting startup ventures and offering them loans on easy terms under various government schemes such as MUDRA (Micro-units Development and Refinance Agency) and MSME (Micro, Small & Medium Enterprises) scheme.

(iv) Businesses either Flourish or Fail: This is not always the case. Some ventures initially falter or have lackluster growth rates. However, with right re-planning and effort they may go on to achieve a healthy growth.

(v) A Good Idea is the only Requirement for a Successful Enterprise: Remember that even the best of ideas need proper execution to become a reality. Ideas are important, but so are planning, talent, leadership, communication and a host of other factors.

47. Explain the role and significance of entrepreneurs.

Ans. The role and significance of entrepreneurs are discussed below

(i) Organiser of Society's Productive Resources: An entrepreneur is the organiser of society's productive resources. He is the person who assembles the unused natural, physical and human resources of the society, combines them properly, establishes effective coordination between them and makes the economic activities dynamic.

(ii) Helpful in Capital Formation: An entrepreneur is helpful in capital formation or we know that increase in the rate of capital formation is quite essential for the economic development of any country.

(iii) Increase in Employment Opportunities: An entrepreneur creates maximum employment opportunities in the society by way of establishing new industries, developing and expanding the existing industries and by undertaking innovative activities.

48. Explain the role and significance of an entrepreneur as an enterprising man and a visionary leader.

Ans. Enterprising Man A business does not get started by itself. It is the entrepreneur who takes the risks and is willing to face devastating failure. He braves uncertainty, strikes out on his own and through native wit, devotion to duty and singleness of purpose, somehow creates business and industrial activity where none existed before. His values and activities have become integral to corporate culture.

Visionary Leader An entrepreneur has a good vision and sense of mission. He instills inspiration. He is able to recognise potentially profitable opportunities and to conceptualise the venture strategy. He is the key force in successfully moving the idea from the laboratory to the market place. He has the sense of accomplishment.

LONG ANSWER TYPE QUESTIONS

49. Explain the role of an entrepreneur as “Person with higher productivity” and “Ingredient of modern production system.”

Ans. Person with Higher Productivity: Entrepreneurs have the ability to produce more goods and services with less inputs. They play an important role in raising productivity. John Kendrick Bangs writes, “Higher productivity is chiefly a matter of improving production techniques, and this task is the entrepreneurial function par excellence.” Two keys to higher productivity are research and development and investment in new plant and machinery. But there is a close link between R & D and investment programmes, with a higher entrepreneurial input into both.

Ingredient of Modern Production System: Entrepreneur has become the ‘balancing wheel’ of modern global economy. They seek the unique product, the marketing breakthrough. They change technical frontiers and reshape public desires. They create wealth and employment.

50. Discuss the importance of entrepreneurship.

Ans. If we go through the business history of India, we come across many names who have emerged as successful entrepreneurs, like Tatas, Birlas, Dalmia, Modi, Ambani etc. These business houses started as small scale enterprises and have made their name in the list of industrialists of world fame.

The success of small enterprises and their growth to leading industrial houses can be attributed to entrepreneurs themselves. Thus, it is important to understand the success story of such entrepreneurs. There are definitely some common personal characteristics in entrepreneurs.

The entrepreneur is in essence an institution which comprises of all people required to perform various functions. The task of such people is to innovate, adjust or combine various factors of production, and expand on account of change in demand and market conditions.

They must acknowledge the opportunities and must also be in a position to make opportunities out of a given situation.

(i) It give Freedom: An entrepreneur is himself a boss or owner and he can take all the decisions independently.

(ii) It can be Exciting: Entrepreneurship can be very exciting with many entrepreneurs considering their ventures highly enjoyable. Every day will be filled with new opportunities to challenge your determination, skills and abilities.

(iii) It Allows to Set your own Earnings: The principal focus of entrepreneurship is wealth creation and improved livelihood by means of making available goods and services. Entrepreneurial ventures generate new wealth. New and improved products, services or

technology from entrepreneurs, enable new markets to be developed and new wealth to be created.

(iv) If offers Flexibility: As an entrepreneur you can schedule your work hours around other commitments, including quality time you would spend with your family.

(v) Status: Success in entrepreneurship brings a considerable fame and prestige within the society.

(vi) It offers Ambition-fulfilment: Through entrepreneurship one can fulfil his ambitions into original products or services.

51. Describe the disadvantages of entrepreneurship as a career.

Ans. Some of the common disadvantages of entrepreneurship as a career are as follows

(i) Huge Amount of Time: You have to dedicate a huge amount of time to your own business. Entrepreneurship is not easy and for it to be successful, you have to take a level of time commitment.

(ii) Risk: Entrepreneurship involves high risk of loss. If the business fails then it will wipe away all the personal savings.

(iii) Hard Work: Entrepreneur has to work very hard to make the new business very successful.

(iv) Uncertain Amount: There is no regular or fixed income available to an entrepreneur. So, there is always uncertainty in terms of income.

(v) Incompetent Staff: A new entrepreneur may not be able to hire qualified and experienced staff so there are chances of incompetency by the staff due to lack of experience and knowledge.

52. Write the Pros and Cons of being an entrepreneur

Ans: PROS:

- **Freedom:** There's no denying that one of the best parts of being an entrepreneur is the complete freedom you have to do your own thing. No more bosses to report to, or managers peering over your shoulder – now you've gone from the bottom all the way to the top. You are the boss.
- **Flexibility:** Many people are excited to work for themselves because it means they can work when they want and where they want. Your commute could be as simple as walking to the couch or taking a stroll to the local coffee shop.
- **Control:** Many budding entrepreneurs value control. Getting your own venture off the ground requires heavy lifting but at the end of the day, it's your dream and you are in control of making it happen. Having influence over the direction of the company is one of the most exciting parts of being an entrepreneur.
- **Profits:** Instead of making others richer, now your profits can slide right into your own pocket. This means each business success becomes your success, and as your business grows, so does your potential income. This can be incredibly motivating for many new entrepreneurs on the path to success.

CONS:

- **Responsibility:** Not only is the future of your business in your hands but so is your next paycheck. Moving away from a salaried job to an unstable income is hard. There is great sacrifice that comes from starting your own business, and while the pay-off may be worth it, carrying the weight of responsibility can be difficult at first.
- **Risk:** As the business owner, you will take on much of the risk associated with starting a new venture. This means, instead of your employer taking the fall, you're often risking your savings, time and effort to get your business off the ground.
- **Workload:** It takes serious hustle to get a new business up and running, and for the most part, you'll be doing all the grunt work – especially in the early stages. All the heavy lifting can be hard for one person to manage. While it can be an exciting time, full of possibility, it can also be exhausting.

- **Limitations:** The idea of running your own business can be very different to the reality. From late nights to lonely weekends, being an entrepreneur is not without its challenges. You can also find it quite limiting in the early stages, without the funding of a big name or well-established business behind you.

53. Explain characteristics or qualities of an entrepreneur.

Ans. The characteristics of successful entrepreneurs are as follows

(i) Goal-oriented: Entrepreneur is goal-oriented. Firstly, he sets a goal to achieve, i.e. to earn profit by producing goods and services and after reaching one goal he proceeds to another goal.

(ii) Highly Optimistic: A successful entrepreneur is always optimistic and is not disturbed by the present problems faced by him. He is always optimistic that the situation will become favourable for business in future.

(iii) Trust in Self: An entrepreneur does not believe in luck or fate. He believes in his own firm decisions and actions. He has trust in his perseverance and creations. He pulls his own strings.

(iv) Leadership: An entrepreneur must possess the characteristics of leadership and must lead a team for achievement of goals. The leader is able to clearly articulate their ideas and has a clear vision.

(v) Innovativeness: With the changing needs and requirements of customers production should meet requirements with the help in innovative ideas. An entrepreneur does not have to restrict himself to just one innovation rather he must use combination of innovation.

(vi) Decision-maker: An entrepreneur has to take many decisions to put his business idea into reality. He chooses the best suitable and profitable alternative.

54. What are the functions of an entrepreneur? Explain.

Ans. The functions of an entrepreneur are as follows

(i) New Inventions: Encouraging new inventions and introducing innovations in production, production techniques, sales, marketing, advertisement etc.

(ii) Establishing Relations with Government: To establish relations with government and its functionaries. In this regards his functions are (a) obtaining licences, (b) payment of taxes, (c) selling the product to government, (d) Provision for export-import etc.

(iii) Size and Scale of Business Unit: To decide about size of business unit, i.e., he wants to establish one production unit or more etc. which is dependent upon demand of the product. Similarly, he has to decide about scale of production, i.e., small scale, middle scale or large scale.

(iv) Organisation and Management: An entrepreneur organises and manages various economic and human factors through planning, coordination, control, supervision and direction.

(v) Factors of Production: Another important function of an entrepreneur is the factors of production i.e. land, labour, capital etc., should be in right proportion and to maximise output of these factors is the responsibility of the entrepreneur.

QUESTIONS AND ANSWERS (SET 01)

A. MULTIPLE CHOICE QUESTIONS.

Q1. Which of the following characteristics should an entrepreneur have?

- (a) Innovativeness
- (b) Motivator
- (c) All of these

Ans. (c) All of these

Q2. Which of the following is a disadvantage of entrepreneurship as a career?

- (a) Uncertainty
- (b) Independence
- (c) Ambition fulfillment

Ans. (a) Uncertainty

Q3. Which of the following are the functions of an entrepreneur?

- (a) Innovation
- (b) Risk-taking
- (c) All of these

Ans. (c) All of these

Q4. Which of the following is an advantage of entrepreneurship as a career?

- (a) Risk
- (b) Hardwork
- (c) None of these

Ans. (c) None of these

Q5. The decision-making function of an entrepreneur includes:

- (a) Hardwork
- (b) Risk bearing
- (c) Utilisation of financial resources

Ans. (c) Utilisation of financial resources

Q6. 'An entrepreneur has to get the work done through others.' Which characteristic of the entrepreneur does this statement depict?

- (a) Motivator
- (b) Organiser
- (c) Innovator

Ans. (a) Motivator

B. ANSWER THE FOLLOWING QUESTIONS.

Q1. What is meant by an entrepreneur?

Ans. An entrepreneur is an individual who creates a new business, bearing most of the risks and enjoying most of the rewards. The entrepreneur is commonly seen as an innovator, a source of new ideas, goods, services, and business/or procedures.

Q2. State the main characteristics of an entrepreneur.

Ans. Characteristics of an Entrepreneur: Leadership, risk-taking, innovativeness, goal-oriented, decision-maker, highly optimistic, motivator, self-confident, action-oriented, dynamic agent, high achiever, trust in self.

Q3. State the functions of an entrepreneur.

Ans. The function of an Entrepreneur: Innovation, risk-taking, decision-making, organization and management, size and scale of Business unit, the appointment of Managerial and another workforce, to arrange for factors of production and establishing coordination, Procuring raw material and machinery, control and direction, finding a suitable market, new inventions, establishing relations with government, establishing contacts with competitors.

C. SHORT ANSWER QUESTIONS.

Q1. Who is an entrepreneur?

Ans. An entrepreneur is an individual who sets up business or businesses, identifies and solves problems, creative, innovative, opportunist, risk-taker, self-starter, and open-minded with the hope of making a profit from the enterprise.

Q2. Explain briefly Innovation as characteristics of an entrepreneur.

Ans. Innovativeness: Customer's requirements and tastes keep on changing, therefore, production should meet the customer's requirements. Thus, innovativeness is another important characteristic of

an entrepreneur. He always tries to out strive others by taking initiative in doing new things, i.e., exploring new products, new markets, new raw materials, new methods of production, etc.

Q3. Do you think an entrepreneur is innovative by nature? Discuss.

Ans. An innovative entrepreneur is a person who discovers totally new things. An innovative owner is a person who creates innovative products and services. An innovative entrepreneur is a person who innovates the business processes in his business. An innovative person is a person who is not afraid to take a risk.

Q4. Do you think an entrepreneur is a leader? Discuss.

Ans. An entrepreneur essentially a leader. According to K.L. Sharma, a psychologist, entrepreneurs are men who exhibit qualities of leadership in solving problems. They have to lead a team for the achievement of goals. Thus, an entrepreneur must have all universally accepted qualities of a leader, i.e., initiative, high energy level, self-confidence, human relations skills, motivational skills, creativity, and keen desire to solve problems.

Q5. Give two advantages of entrepreneurship as a career.

Ans. Advantages of Entrepreneurship as a Career: Independence, ambition fulfillment, excitement, freedom, wealth creation, and status.

Q6. State two disadvantages of entrepreneurship as a career.

Ans. Disadvantages of Entrepreneurship as a Career: Risk, hard work, uncertain income, the problem of finance, and incompetent staff.

D. Long answer questions.

Q1. Write an essay on the qualities of an entrepreneur.

Ans. Qualities/characteristics of a successful entrepreneur: The success of small enterprises and their growth to leading industrial houses can be attributed to entrepreneurs themselves. Thus, it is important to understand the success story of such entrepreneurs. There are definitely some common personal characteristics in entrepreneurs. After carefully scanning the qualities/characteristics of such entrepreneurs the principal ones were noticed, which are as follows:

1. Leadership: An entrepreneur essentially a leader. According to K.L. Sharma, a psychologist, entrepreneurs are men who exhibit qualities of leadership in solving problems. They have to lead a team for the achievement of goals. Thus, an entrepreneur must have all universally accepted qualities of a leader, i.e., initiative, high energy level, self-confidence, human relations skills, motivational skills, creativity, and keen desire to solve problems.

2. Risk-taking: business risks are unpredictable but still an entrepreneur, with rational planning and firm decisions, bears the risks. An entrepreneur innovates an idea and undertakes the risk of commercially exploiting that idea by investing his funds because he recognizes the fact that - the higher the risk, the greater is the profit.

3. Innovativeness: Customer's requirements and tastes keep on changing, therefore, production should meet the customer's requirements. Thus, innovativeness is another important characteristic of an entrepreneur. He always tries to out strive others by taking initiative in doing new things, i.e., exploring new products, new markets, new raw materials, new methods of production, etc.

4. Goal-oriented: The entrepreneur is goal-oriented. First, he sets a goal to achieve, i.e., to earn profit by producing goods and services, and after reaching one goal he proceeds to another goal.

5. Decision-maker: The entrepreneur is regarded as a decision-maker. He has to take many decisions to put his business idea into reality. He recognizes an idea i.e., a product, service, or market, and out of various alternatives before the time he has to make a choice between them. This involves decision-making to choose the best suitable and profitable alternative.

6. Motivator: An entrepreneur has to get the work done through others. He has to create a spirit of teamwork and motivate them so that he gets wholehearted cooperation.

7. Self-confident: An entrepreneur should have self-confidence in achieving his goals, otherwise he will not be able to convince his fellow beings to achieve his goals.

Q2. Define 'entrepreneur'. What are the various functions of an entrepreneur?

Ans. Entrepreneur: An entrepreneur is an individual who creates a new business, bearing most of the risks and enjoying most of the rewards. The entrepreneur is commonly seen as an innovator, a source of new ideas, goods, services, and business/or procedures.

The various functions of an entrepreneur may be classified and described as under

- 1. Innovation:** It includes (a) Introducing new products, (b) Opening new markets (c) New sources of raw material, and (d) New organization structure.
- 2. Risk-taking:** Choosing one among various alternatives, the end results of which are unpredictable.
- 3. Decision making:** Includes: (a) Stabilising organization's aims and objective and changing them according to changing conditions or to make the most profitable, (b) Division of work among subordinates, (c) Utilisation of financial resources, (d) Taking decisions on effective techniques, (e) Selling the produced as per the demand of customers, (f) Relationship with social functionaries.
- 4. Organisation and management:** To organize and manage various economic human factors. Under this category, the following are his functions: (a) Planning the enterprise, (b) Coordination and control, (c) Supervision, and (d) Direction
- 5. Size and scale of business unit:** To decide about the size of a business unit, i.e. wants to establish one production unit or more, etc. which is dependent on the demand of the product. Similarly, he has to decide about the scale of productivity i.e., small scale, middle scale, or large scale.
- 6. Appointment of managerial and another workforce.**
- 7. To arrange for factors of production and establishing coordination, i.e., land, labor, capital, etc. in appropriate proportion and to maximize output by best utilization of these factors after coordinating them.**

Q3. Discuss the importance of entrepreneurship.

Ans. Role and Significance / Importance of Entrepreneur: Enterprising man, great achievers, reinvesting organizations, job creation, first movers, higher productivity, visionary leader, economic prosperity, the backbone of the capitalist system, protector of society's interest, catalytic agent, an ingredient of a modern production system.

Q4. State five myths of entrepreneurship.

'OR'

What are the myths about entrepreneurship?

Ans. Myths of entrepreneurship

- 1. It is easy to start a business:** In reality, starting a successful business is a very difficult and challenging process. The rate of failure of new ventures is high. Even after a period of seven years, only one-third of the enterprises are profitable. However, it is relatively easy to start a very small business than a large company.
- 2. Lot of money is needed to start a new business:** A business can be started with limited money. For example, Infosys Technology was started with only 10,000. In the beginning, you can hire space and equipment.
- 3. A Startup cannot borrow from banks:** Under various schemes like MUDRA, budding entrepreneurs also can raise loans from banks.
- 4. Talent is more important than an industry:** The nature of the industry an entrepreneur chooses has a great effect on success and growth. For example, if you enter an industry wherein competition is cutthroat or materials are scarce, you may fail.
- 5. Most startups are successful:** A large percentage of startups fail. The average profit of an owner-managed firm is 20,000 per month. A very few entrepreneurs earn more than employees.

Q5. Describe six advantages of entrepreneurship as a career.

Ans. The main advantages of adopting entrepreneurship as a career are as follows:

- 1. Independence:** An entrepreneur is his own boss. He can take all decisions himself. He need not obey someone.
- 2. Ambition - Fulfilment:** Some people want to convert their original ideas into a new product or service, for example, smartphones, electric vehicles, driverless trains, etc.
- 3. Excitement:** Entrepreneurship involves adventure. Some people resign from their well-paid jobs and launch their own venture due to excitement.
- 4. Freedom:** Entrepreneurship allows the freedom to try out one's ideas. Freedom-seeking people choose entrepreneurship as a career.
- 5. Wealth Creation:** Successful entrepreneurs create enormous wealth for themselves and their staff.
- 6. Status:** Success in entrepreneurship brings considerable fame and prestige. Narayana Murthy, Sunil Mittal, Rana Kapoor, Subhash Chandra, and other successful entrepreneurs are known all over the world.

Q6. Describe five disadvantages of entrepreneurship as a career.

Ans. Disadvantages of Entrepreneurship as a Career:

- 1. Risk:** Entrepreneurship involves a considerable risk of loss. Failure can wipe away all the personal savings and lead to a considerable debt - burden.
- 2. Hard Work:** An entrepreneur has to work very hard to make the new business successful. His work schedule is unpredictable and he has to work late hours. Spouse and children may have to suffer due to his very busy work schedule.
- 3. Uncertain Income:** No fixed and regular income is available to an entrepreneur. During the startup stage, it may be difficult even to meet household expenses.
- 4. Problem of Finance:** Raising the necessary funds is very difficult for a first-generation entrepreneur.
- 5. Incompetent Staff:** A new entrepreneur may not be able to hire and retain qualified and experienced employees. The administrative burden is heavy and faulty decisions can be very harmful to the business.

QUESTIONS AND ANSWERS (SET 02)

Q1. What do you mean by Entrepreneurship ?

Ans. Entrepreneurship is the type of self-employment where one is running a business and looking for ways to make the business better to make profits.

Q2. Write four qualities of successful Entrepreneur?

Ans. Four qualities of successful Entrepreneur are :

- a) They are confident.
- b) They keep trying new ideas in their business.
- c) They take responsibility for their actions.
- d) They do not give up when they face a difficulty.

Q3. What is the difference between Wage employed and Self employed people?

Ans. Wage employed people are people who work for a person or an organization and get paid for that work. Self-employed people are those who start businesses to satisfy the needs of people.

Q4. What do you mean by Entrepreneur?

Ans. A self employed person who is always trying to make his/her business better by taking risks and trying new ideas is an entrepreneur.

Q5. Ramya and Ramu both own plant shops. Ramu sits at his shop every day. When customers come, he sells to them. Ramya walks around and gets customers to her shop. She also sells seeds and flowers with her plants. Who is Entrepreneur out of Ramya and Ramu and why?

Ans. Ramya is entrepreneur as she is working to grow her business. She has also added a different idea to her business.

Q6. Bharti is a young woman from Bihar. Many girls in her area like to wear earrings. She buys jute from a farmer and makes earrings from that. Her business is called Manavi Natural Handicrafts. She sees that most women in her village do not work. So, she hires two women to help them.

Read the above paragraph and answer the following questions.

1) What demand did Bharti identify in her village?

- (a) People in her village wanted Jute
- (b) Girls in her area liked to wear earrings
- (c) The villagers wanted more water

Ans. (b) Girls in her area liked to wear earrings

2) What is the local resource that Bharti used?

- (a) Jute
- (b) Water
- (c) Sand

Ans. (a) Jute

3) How is Bharti helping her village grow?

- (a) By buying jute from the local farmer who can now earn more money
- (b) By providing jobs to local women
- (c) Both (a) and (b)

Ans. (c) Both (a) and (b)

4) How was she creating more jobs?

- (a) By selling earrings to women without a job
- (b) By buying jute from the local farmer
- (c) By providing jobs to local women

Ans. (c) By providing jobs to local women

Q7. Write four functions of an Entrepreneur.

Ans. Four functions of an Entrepreneur are:

- 1 Making Decisions.
2. Managing the Business.
3. Taking Risk.
4. Create new method, Idea or Product

Q8. Write four Misconceptions about Entrepreneurship.

Ans. Four Misconceptions about Entrepreneurship are :

- a) Every business idea needs to be unique or special.
- b) A person needs a lot of money to start a business.
- c) A person having a big business is an entrepreneur.
- d) Entrepreneurs are born, not made.

Q9. Match each story below with the misconception about entrepreneurship.

NOTE : Answers are matched in same color

Story	Misconception
Ramu owns a large clothes shop. Shamu has a small	(a) Every business idea needs

store selling handmade sarees. Shamu does not call himself an entrepreneur.	to be unique or special.
Anna has a great idea for a website. She has 5,000. She is waiting for 20,000 more, so that she can start it.	(b) Entrepreneurs are born, not made.
In a city of thousands of tailoring shops, Gauri is a tailor who stitches good quality clothes and has a very successful business.	(c) A person needs to have a big business to be called an entrepreneur.

Q10. Write against the option, if the business idea is of self-employment or wage employment.

(a) Cooking in a restaurant	Wage employment
(b) Owning a clothing business	Self-employment
(c) Having a dosa selling stall	Self-employment
(d) Doctor working in Hospital	Wage employment
(e) Doctor has his/her own clinic	Self-employment

Q11. Match the condition with entrepreneur Career Process Phase (Enter, Survive, Grow)

NOTE : Answers are matched in same color

1. Surabhi opens 5 painting stores across India	Enter
2. There are many coaching classes in Mumbai. Jacob owns one of them. He is starting morning batches to attract more students to his classes	Survive
3. Salma has started her clothing line on the Internet.	Grow

Ans: 1 – Grow, 2 – Survive and 3 - Enter

Q12. Match the condition with entrepreneur Career Process Phase (Enter, Survive, Grow)

NOTE : Answers are matched in same color

1. After five years, Sanjana has opened a chain of four more grocery stores in the same city	Enter
2. Sanjana is starting a small grocery store in a locality.	Survive
3. There are many other grocery stores in the area. Yet, Sanjana's store survives the competition and does well	Grow

Ans: 1 – Grow, 2 – Enter and 3 - Survive

Q13. Here are some stories of some entrepreneurs. Tick the option for the quality they are showing.

(1) Ravi's customer comes to his store and starts shouting at him. He does not get angry. He listens to what his customer is saying. He is _____.

- (a) hardworking
- (b) confident
- (c) patient
- (d) trying new ideas

Ans. (c) Patient

(2) Susheela decides to sell her company's product in Sri Lanka. It does not sell and she has a loss. She apologizes to the people who work for her. She says she will plan better next time.

She _____.

- (a) takes responsibility for your mistakes
- (b) thinks before making a decision
- (c) does not give up
- (d) is creative

Ans. (c) does not give up

Q14. Tick the correct option for the function that the entrepreneur is doing.

(1) Ali has a diamond factory. He pays his employees on the 1st of every month.

- (a) Creates a new product
- (b) Manages the business
- (c) Takes risk

Ans. (b) Manages the business

(2) Mary buys bulbs for her business from Noida. She learns that bulbs are cheaper in Faridabad. So, she decides to start buying bulbs from there.

- (a) Makes decisions
- (b) Divides income
- (c) Takes risk

Ans. (a) Makes decisions

(3) Rehnuma has two people who work for her. Every day, she spends one hour with them to learn about what they've done that day.

- (a) Creates a new product
- (b) Divides income
- (c) Manages the business

Ans. (c) Manages the business

Q15. State whether the following statements are True or False

1 Entrepreneurs can create jobs in the market.

Ans. True

2. When many entrepreneurs sell mobile phones in a market, the prices of phones increase.

Ans. False

3. Entrepreneurs identify a need in the market and build a product or service for it.

Ans. True

4. Entrepreneurs who do not have an innovative idea cannot succeed.

Ans. True

5. Entrepreneurs exhibit high risk-taking ability, but they take calculative risks.

Ans. True

6. Nothing matters more than the business idea.

Ans. False

7. Any one can acquire and develop entrepreneurial skills.

Ans. True

8. Entrepreneurship is a process of constant learning.

Ans. True

Ans. True

Q16. Write four positive impact of Entrepreneurship on society.

Ans. Four positive impact of Entrepreneurship on society. (Write any four)

1. Accentuates economic Growth
2. Stimulates Innovation and Efficiency
3. Creates Jobs and Employment Opportunities
4. Solves the problems of the society
5. Encourages welfare of the society

Q17. Entrepreneur plays an important role in _____ of Society

- a. making
- b. evolving
- c. growing
- d. None of the above.

Ans. c. growing

Q18. Entrepreneur is/are _____

- a. Risk taker
- b. Hard Working
- c. Innovative
- d. All of the above

Ans. d. All of the above

Q19. Write any two disadvantages of Entrepreneurship as a career.

Ans. Two disadvantages of Entrepreneurship as a career are :

1. No Fixed income
2. Problem of generating finance in the beginning of career.

Q20. Entrepreneur is a _____ of growing society.

- a. builder
- b. destroyer
- c. citizen
- d. None of the above

Ans. a. builder

Q21. _____ is not the characteristics of entrepreneur.

- a. Hard Work
- b. Lazy
- c. Decision Maker
- d. None of the above

Ans. b. Lazy

Q22. How entrepreneurs help in growing the area and society?

Ans. Entrepreneurs run their businesses in a market. The market has people who buy products and services and people who sell them also. When people are buying and selling from each other, it is helpful for everyone because everyone involved makes money. This is how entrepreneurs help in growing the area and society.

Q23. Entrepreneurs also _____ (increasing / decreasing) jobs in the society.

Ans. increasing

QUESTIONS AND ANSWERS (SET 03)

1. What is entrepreneurship?

Answer : Entrepreneurship is simply described as starting a business using the resources available to a person.

An entrepreneur combines factors in a creative manner in order to generate value for customers and create wealth.

2. What is Society?

Answer : Society is described as an aggregate of people living together in a community, who associate for various engagements including business.

3. What is the beauty of entrepreneurship in a society?

Answer: The beauty of entrepreneurship in a society is that, as businesses prosper the impact the businesses create also increases.

It is due to entrepreneurial activity that society is provided with goods and services.

4. How society is related to the entrepreneur?

Answer : There is a direct relationship between the entrepreneur and society. **Society provides market** for products and **services provided by the Entrepreneur.**

5. Write the positive impact of Entrepreneurship on society.

Answer: Entrepreneurship has some positive impacts on society. These are:

- Accentuates Economic Growth
- Fosters Creativity
- Stimulates Innovation and Efficiency
- Creates Jobs and Employment Opportunities
- Solves the problems of the society
- Encourages welfare of the society

6. How is society boosting entrepreneurship?

Answer: Society plays a role in boosting entrepreneurship by:

- Creates needs and demands
- Provides raw materials
- Enables financial support
- Creates a need for education
- Catalyses policy formation and reform
- Facilitates networking
- Supports infrastructure development

7. What adverse impact is created by entrepreneurship on society?

Answer : Adverse impacts created by entrepreneurship on society are

- (a) environmental degradation,
- (b) trade imbalance,
- (c) labour exploitation, etc.

8. How does entrepreneurs and entrepreneurship contributes to society?

Answer : Entrepreneurs and entrepreneurship contributes to society are

- (i) Entrepreneurship Creates Jobs,
- (ii) Entrepreneurship helps raise the standard of living,
- (iii) Successful entrepreneurs as Role models generate more entrepreneurship
- (iv) Community / Society Development

9. How entrepreneurship contributes to a country's economy?

Answer : Entrepreneurship contributes to the country's economy are:-

- (i) Entrepreneurship creates wealth
- (ii) Contribute to the growth of the overall economy by stimulating the growth of related businesses,
- (iii) Regional Development,
- (iv) GDP and Per Capita income,
- (v) Exports

10. How entrepreneurship contributes to an Individual?

Answer: Entrepreneurship contributes to an Individual's are

- (i) Gives Independence and Freedom to set your own schedule.
- (ii) Gives flexibility to work
- (iii) Makes one own boss,
- (iv) Earns individual much respect.

11. What is Social Entrepreneurship?

Answer : Social entrepreneurship develops a sustainable solution for social problems that leads to social change by employing entrepreneurial mindset, processes and operations. Many social problems are tackled by social entrepreneurs such as the low reach of quality education, health, and sanitation, unemployment, child labour etc.

12. What is Agricultural Entrepreneurship?

Answer : Agricultural Entrepreneurship is related to the marketing and producing inputs and products used in agricultural activities.

13. How farmers are benefited by Agricultural Entrepreneurship?

Answer : Farmers have benefited the most with rise in agricultural entrepreneurship as **it has led to low-cost innovations in farming processes.**

14. What is Women Entrepreneurship?

Answer : The entrepreneurial activity led by women, where women undertake risks, create enterprises, organise factors of production, innovate with products/services and generate employment opportunities, is called Women Entrepreneurship.

15. According to the Govt. of India, what is Women Entrepreneurship?

Answer : According to the Govt. of India, “an enterprise **owned and controlled by a woman** having a minimum financial interest of 51 per cent of the capital and giving at least 51 per cent of the employment generated in the enterprise to women.”, called Women Entrepreneurship.

16. What is Small Scale Entrepreneurship?

Answer : Small scale entrepreneurship refers to starting industries in which manufacturing, trading, providing services, productions are done on a small scale or micro scale. These businesses serve as the backbone of many developing countries.

17. What are the qualities of a successful Entrepreneur?

Answer: Successful entrepreneurs have the following qualities.

- They are confident.
- They believe in themselves and their abilities.
- They keep trying new ideas in their business.
- They are patient.
- They are creative and think differently about business ideas.
- They take responsibility for their actions.
- They take decisions after thinking about them.
- They work hard.
- They do not give up when they face a difficulty

18. What are the qualities of an Entrepreneur?

Answer: An Entrepreneur has the following qualities:-

- (i) Hard Work,
- (ii) Optimism,
- (iii) Independence,
- (iv) Energetic,
- (v) Self-confident,
- (vi) Perseverant

19. How many hours do successful entrepreneurs work?

- **Answer:** On average, successful entrepreneurs are found to be working anywhere between **60 to 90 hours per week.**

20. Does an Entrepreneur like to work under anyone else?

- **Answer:** No,
They prefer to be their own master and not work under someone else. Entrepreneurs like the independence to drive a business on their own.

21. What are the functions of an Entrepreneur?

Answer: An Entrepreneur has the following qualities :-

- (i) Entrepreneurial functions,
- (ii) Promotional functions,
- (iii) Managerial functions.
- (iv) Commercial functions

22. What are the Entrepreneurial functions of an Entrepreneur?

Answer: Entrepreneurial functions of an Entrepreneur are:-

- (a) Organisation Building and Management
- (b) Risk-Taking
- (c) Innovation

23. What are the Promotional functions of an Entrepreneur?

Answer: Promotional functions of an Entrepreneur are:-

- (a) Idea Discovery
- (b) Detailed Investigation
- (c) Assembling the Requirements
- (d) Financing

24. What are the Managerial functions of an Entrepreneur?

Answer: Managerial functions of an Entrepreneur are:-

- (a) Planning
- (b) Organizing
- (c) Directing
- (d) Staffing
- (e) Leadership
- (f) Communication
- (g) Supervision
- (h) Motivation
- (i) Co-ordination
- (j) Controlling
- (k) Negotiation

25. What are the Commercial functions of an Entrepreneur?

Answer: Commercial functions of an Entrepreneur are:-

- (a) Production and Operations
- (b) Finance and Accounting
- (c) Marketing
- (d) Human Resource Management

26. What are the different roles of an Entrepreneur?

Answer: An entrepreneur can be in the following role:

- (i) Innovator's Role
- (ii) Agent's role
- (iii) Coordinating role
- (iv) Risk assumption role
- (v) Capital formation role

- (vi) Imitating role
- (vii) Employment Generation role
- (viii) Status transformation role
- (ix) Balancing role

27. What do you mean by an Innovator's role of an Entrepreneur?

Answer: Entrepreneurs innovate by bringing unique and new products and services into the market. In many cases, these are improved versions of existing products or services available. Innovation fuels economic growth and helps to boost the global presence of products and services.

28. Entrepreneurs act as "Agents of change".

Explain the above statement.

Answer: Entrepreneurs act as 'Agents of Change' as they identify opportunities, solve problems, offer effective solutions, establish enterprises, set up industries, and bring positive change for the economy.



ENTREPRENEURIAL SKILLS II

REVISION NOTES

ENTREPRENEUR

The word 'entrepreneur' is derived from the French word 'entrepreneur' which means to undertake. An entrepreneur is an individual who creates a new business, bearing most of the risks and enjoying most of the rewards.

A person who sets up a business or businesses, taking on financial risks in the hope of profit.

or

A promoter in the entertainment industry.

or

An entrepreneur is a person who sets up a business with the aim to make a profit.

or

Entrepreneurship is the process of designing, launching and running a new business, which is often initially a small business. The people who create these businesses are called entrepreneurs.

or

An entrepreneur is the person who sees a problem in the world and immediately focuses on creating the solution. They're the leaders that strike out on their own to improve society. Whether they're creating jobs or a new product, they constantly take action to ensure world progress.

ENTREPRENEUR SKILLS

There are many skills required to start a business. The most popular entrepreneur skills are marketing, business development, customer service, leadership, execution, resilience, focus, determination, talent acquisition, continuous learner.

ENTREPRENEURSHIP AND SOCIETY

Entrepreneurship: The meaning of entrepreneurship involves an entrepreneur who takes action to make a change in the world. Whether startup entrepreneurs solve a problem that many struggle with each day, bring people together in a way no one has before, or build something revolutionary that advances society, they all have one thing in common: action.

It's not some idea that's stuck in your head. Entrepreneurs take the idea and execute it. Entrepreneurship is about execution of ideas.

Society: Society can be described as an aggregate of people living together in a community or basically a situation of being in the company of others. The persons that comprise a population associate for various engagements including business.

QUALITIES/CHARACTERISTICS OF A GOOD ENTREPRENEUR:

The major qualities/characteristics of a good entrepreneur are linked below

- **Leadership:** An entrepreneur must possess the characteristics of leadership and must lead a team for achievement of goals. The leader is able to clearly articulate their ideas and has a clear vision. An entrepreneurial leader realises the importance of initiative and reactivity and they go out of their way to provide a support to the team.
- **Risk Taking:** An entrepreneur with rational planning and firm decisions bear the risks. They have differentiated approach towards risks. Good entrepreneurs are always ready to invest their time and money but they always have a back up for every risk they take.
- **Innovativeness:** With the changing needs and requirements of customers production should meet requirements with the help of innovative ideas. An entrepreneurial venture does not have to restrict itself to just one innovation or even one type of innovation. Success can be built on combination of innovation. For example, a new product delivered in a new way with a new message.

- **Goal-oriented:** Goal-oriented entrepreneurs achieve the maximum results from their efforts in business due to the fact they work towards clear and measurable targets.
- **Decision-maker:** An entrepreneur has to take many decisions to put his business idea into reality. He chooses the best suitable and profitable alternative.
- **Highly Optimistic:** A successful entrepreneur is always optimistic and the present problems does not matter to them. He is always hopeful that the situation will become favourable for business in future.
- **Motivator:** An entrepreneur has to create a spirit of team work and motivate them. So that he gets full cooperation from the employees.
- **Self-confident:** An entrepreneur should have confidence to achieve his goals otherwise he won't be able to convince his team to achieve his goals.
- **Action-oriented:** An entrepreneur should have an action oriented vision and ideology to plan things well.
- **Dynamic Agent:** An entrepreneur creates new needs and new means to satisfy them. He has the ability to visualise new ventures and new plans.
- **High Achiever:** An entrepreneurs are high achievers as they have a strong urge to achieve. The most important characteristic is his achievement motivation.
- **Trust in Self:** An entrepreneur believes on their own decisions and actions as he has trust in his perseverance and creations. He does not believe in luck.

ENTREPRENEURSHIP AND ECONOMY

Entrepreneurship plays an influential role in the economic growth and standard of living of the country. As a startup founder or small business owner, you may think that you are simply working hard to build your own business and provide for yourself and your family. But you are actually doing a whole lot more for your local community, state, region, and the country as a whole.

An entrepreneur is the builder of economic growth. He promotes the prosperity of a country by his initiative and skill for innovation and dynamic leadership. He creates wealth, opens up employment opportunities and fosters the other segments of economic system.

The role and significance of an entrepreneur are given under the following headings

- **Organiser of Society's Productive Resources:** An entrepreneur is the organiser of society's productive resources. He is the person who assembles the unused natural, physical and human resources of the society, combines them properly, establishes effective coordination between them and makes the economic activities dynamic.
- **Helpful in Capital Formation:** An entrepreneur is helpful in capital formation as we know that increase in the rate of capital formation is quite essential for the economic development of any country. Those nations which are not able to increase the rate of capital formation or does it nominally remain backward from industrial development's point of view.
- **Increase in Employment Opportunities:** An entrepreneur creates maximum employment opportunities in the society by way of establishing new industries, developing and expanding the existing industries and by undertaking innovative activities.
- **Development of New Production Techniques:** An entrepreneur does not feel contented only with the existing techniques of production. Hence, he carries out various experiments for saving time, labour and capital in the production, as also to improve the variety and quality of the product and service.
- **Visionary Leader:** An entrepreneur has a good vision towards the achievement of his goals. He is able to recognise profitable opportunities and conceptualise strategies.
- **Contribution of the Execution of Government Policies:** An entrepreneur provide an important contribution in implementing government policies and achieving the national goals. An entrepreneurs cooperate with the government for implementations of development plans of the country.
- **Higher Productivity:** Entrepreneur have the ability to produce more goods and services with less inputs. They play an important role in raising productivity.

- **Initiator:** An entrepreneur is the one who initiates the process of creating an enterprise by coming up with the idea for the business and planning out how to turn that idea into reality.
- **Backbone of Capitalist System:** Capitalist economy is one in which there is a freedom to save and invest to compete and operate any business. An entrepreneur plays a vital and prominent role in the enterprise because he controls market by assuming the role of a competitor and a leader.
- **Ingredient of Modern Production System:** An entrepreneur has become the 'balancing wheel' of modern global economy. They seek the unique product, change the technical frontiers and reshape public desires. Today, entrepreneurs act as an ingredient of modern production system as they create wealth and employment.

MYTHS OF ENTREPRENEURSHIP

Entrepreneurship is a set of activities performed by the entrepreneur. It is the process of identifying opportunities in the market place. It is the attempt to create value. Many entrepreneurs believe a set of myths about entrepreneurship and the most common are as follows

- **Starting a Business is Easy:** In reality, it is a very difficult and challenging process to start a successful business. The rate of failure of new ventures is very high but small entrepreneurship are comparatively easier to start.
- **Lot of Money to Finance New Business:** Successful entrepreneurs design their business with little cash also.
- **Startups cannot be Financed:** Under the schemes like MUDRA, entrepreneurs can raise loans from banks.
- **Talent is more Important than Industry:** This is not true as the nature of industry an entrepreneur chooses greatly effects the success and growth of the business.
- **Most Startups are Successful:** Mostly in the developing countries startups fail as they could not manage to earn high profits.

ADVANTAGES OF ENTREPRENEURSHIP

The main advantages of adopting entrepreneurship as a career are discussed below

Independence: An entrepreneur is himself a boss or owner and he can take all the decisions independently.

- **Exciting:** Entrepreneurship can be very exciting with many entrepreneurs considering their ventures highly enjoyable. Everyday will be filled with new opportunities to challenge your determination, skills and abilities.
- **Wealth Creation:** The principal focus of entrepreneurship is wealth creation and improved livelihood by means of making available goods and services. Entrepreneurial venture generates new wealth, new and improved products, services or technology form entrepreneurs, enable new markets to be developed and new wealth to be created.
- **Flexibility:** As an entrepreneur you can schedule your work hours around other commitments, including quality time you would spend with your family.
- **Status:** Success in entrepreneurship brings a considerable fame and prestige within the society.
- **Ambition Fulfilment:** Through entrepreneurship one can fulfil his ambitions into original products or services.

DISADVANTAGES OF ENTREPRENEURSHIP

Some of the disadvantages of entrepreneurship as a career are discussed below

Huge Amount of Time: You have to dedicate a huge amount of time to your own business. Entrepreneurship is not easy and for it to be successful, you have to take a level of time commitment.

- **Risk:** An entrepreneurship involves high risk of loss. If the business fails then it will wipe away all the personal savings.
- **Hard Work:** An entrepreneur has to work very hard to make the new business very successful.
- **Uncertain Income:** There is no regular or fixed income available to an entrepreneur. So, there is uncertain kind of income received by an entrepreneur.

- **Incompetent Staff:** A new entrepreneur may not be able to hire qualified and experienced staff so there are chances of incompetency by the staff due to lack of experience and knowledge.




ENTREPRENEURSHIP AS A CAREER OPTION

A career is a line of work that a person takes for life. There are two ways a person can earn a living. They are

1. self-employment
2. wage employment

For example, a doctor who works for a hospital is a wage employed person. If the same doctor has their own clinic, he or she is a self-employed person.

A self-employed person running a business to satisfy a need by trying new ideas is an entrepreneur. A person who becomes an entrepreneur goes through a career process. This process is as follows:

ENTER	SURVIVE	GROW
		
<p>When an entrepreneur is starting, they are just entering the market to do business.</p>	<p>There are many entrepreneurs in the market. The entrepreneur has to remain in a competitive market.</p>	<p>Once the business is stable, an entrepreneur thinks about expanding his or her business.</p>
<p>For example, Sanjana is starting a small grocery store in a locality.</p>	<p>For example, there are many other grocery stores in the area. Yet, Sanjana’s store survives the competition and does well. She also expands the store to two more floors.</p>	<p>For example, after five years, Sanjana has opened a chain of four more grocery stores in the same city. In the next two years, she plans to expand to tow other cities.</p>



COMMUNICATION SKILLS II

NCERT/CBSE TEXTBOOK QUESTIONS

A. Multiple choice questions

Read the questions carefully and circle the letter (a), (b), (c) or (d) that best answers the question.

1. Which of the following is NOT an element of communication within the communication process cycle?

- (a) Channel (b) Receiver (c) Sender (d) Time

Ans: (d) Time

2. You need to apply leave at work? Which method of communication will you use?

- (a) e-mail (b) Poster (c) Newsletter (d) Blog

Ans: (a) e-mail

3. By which action can senders send their messages?

- (a) Gestures (b) Speaking (c) Reading (d) Writing

Ans: (c) Reading

4. Which of the following is an example of oral communication?

- (a) Newspapers (b) Letters (c) Phone call (d) e-mail

Ans: (c) Phone call

5. What are the types of words we should use for verbal communication?

- (a) Acronyms (b) Simple (c) Technical (d) Jargons

Ans: (b) Simple

6. Why do we use e-mails?

- (a) To communicate with many people at the same time.
(b) To share documents and files.
(c) To talk to each other in real-time.
(d) To keep a record of communication.

Ans: (b) To share documents and files.

7. Which of these is a positive (good) facial expression?

- (a) Frowning while concentrating (b) Maintaining eye contact
(c) Smiling continuously (d) Rolling up your eyes

Ans: (b) Maintaining eye contact

8. What does an upright (straight) body posture convey or show?

- (a) Pride (b) Professionalism (c) Confidence (d) Humility

Ans: (c) Confidence

9. Which of these is NOT an appropriate non-verbal communication at work?

- (a) Keeping hands in pockets while talking (b) Talking at moderate speed
(c) Sitting straight (d) Tilting head a bit to listen

Ans: (a) Keeping hands in pockets while talking

10. Which of the following statement is true about communication?

- (a) 50% of our communication is non-verbal

- (b) 20% communication is done using body movements, face, arms, etc.
 - (c) 5% communication is done using voice, tone, pauses, etc.
 - (d) 7% communication is done using words
- Ans: (d) 7% communication is done using words

11. Which of these are examples of positive feedback?

- (a) Excellent, your work has improved.
- (b) I noticed your dedication towards the project.
- (c) You are always doing it the wrong way.
- (d) All of the above

Ans: (a) Excellent, your work has improved.

12. Which of these are examples of negative feedback?

- (a) I hate to tell you this but your drawing skills are poor.
- (b) You can surely improve your drawing.
- (c) This is a good drawing but you can do better.
- (d) None of the above

Ans: (a) I hate to tell you this but your drawing skills are poor.

13. Which of the following are effective components of a good feedback?

- (a) Detailed and time consuming
- (b) Direct and honest
- (c) Specific
- (d) Opinion-based

Ans: (c) Specific

14. Which of these is NOT a common communication barrier?

- (a) Linguistic barrier
- (b) Interpersonal barrier
- (c) Financial barrier
- (d) Organisational barrier

Ans: (c) Financial barrier

15. Which of these are ways to overcome communication barriers?

- (a) Respecting each other's differences
- (b) Using a translator
- (c) Not communicating at all
- (d) Using your own language for comfort

Ans: (b) Using a translator

16. In which of the following, the underlined word is an adjective?

- (a) Radha has a red dress.
- (b) I can speak French.
- (c) The Girl on the Train is a best-seller.
- (d) Abdul can swim fast.

Ans: (d) Abdul can swim fast.

17. Which of these sentences is capitalised correctly?

- (a) Ravi and i are going to the movies.
- (b) Salim is visiting India in july.
- (c) The Tiger is a strong animal.
- (d) She is arriving on Monday.

Ans: (d) She is arriving on Monday.

18. Which of these sentences are punctuated correctly?

- (a) When is the party.
- (b) I had bread omelette and a Banana for breakfast.
- (c) I am so excited about my first foreign trip!
- (d) This is Abdul's notebook.

Ans: (d) This is Abdul's notebook.

19. In which of these sentences can you find an adverb?

- (a) Divya drinks milk every day. (b) Sanjay gifted me a new pen.
(c) I opened the door lock. (d) Sita is 5-feet tall.

Ans: (a) Divya drinks milk every day.

20. Identify the object, verb and subject in the sentence,

‘The car crashed into a tree.’

- (a) Object: a tree; Verb: crashed; Subject: the car
(b) Object: The car; Verb: crashed; Subject: a tree
(c) Object: crashed; Verb: the tree; Subject: the car
(d) Object: crashed; Verb: the car; Subject: the tree

Ans: (a) Object: a tree; Verb: crashed; Subject: the car

21. Identify the indirect object in the sentence, ‘The band played music for the audience.’

- (a) The band (b) played (c) music (d) audience

Ans: (d) audience

22. Which of these is an imperative sentence?

- (a) Switch off the fan.
(b) Sheila has gone to the market.
(c) Where are my pen colours?
(d) Oh no! I missed my flight.

Ans: (d) Oh no! I missed my flight.

23. Which of these sentences is in active voice?

- (a) A movie is being watched by them.
(b) The car was repaired by Raju.
(c) He is reading a book.
(d) The thief was being chased by a policeman.

Ans: (c) He is reading a book.

MCQs QUESTIONS (Set 02)

1. Which of the following is not an advantage of verbal communication?

- (a) Communication is interactive (b) Requires proximity
(c) Instant feedback (d) Quick way to communicate

2. A _____ feedback follows a pre-set format using which the receiver frames feedback and sends.

- (a) informal (b) descriptive (c) formal (d) non-descriptive

3. Lack of confidence makes communication difficult for some people. This is an example of which type of barrier in communication.

- (a) Personal factors (b) Past experiences
(c) Prejudice (d) Environmental factors

4. My father has gifted me a new smart phone. Identify the type of sentence.

- (a) Assertive (b) Imperative (c) Exclamatory (d) None of these

5. _____ is a part of the predicate. It tells about the things being acted by upon the verb.

- (a) Subject (b) Predicate (c) Object (d) Adverb

6. Could I have _____ milk in my tea, please?
 (a) a little (b) a few (c) much (d) several
7. Which of the following is not a type of written communication?
 (a) Newsletter (b) Media release (c) Manuals (d) Illustrations
8. _____ is the important aspect of our personality and how our image is formed among people.
 (a) Body language (b) Written communication
 (c) Visual communication (d) None of these
9. Which of the following is not a characteristic of feedback?
 (a) Intention (b) Specific (c) Length (d) Clarity
10. "Good job! Congratulations!" is a type of _____ feedback.
 (a) formal (b) informal (c) specific (d) descriptive
11. Which of the following is not a 7C's of effective communication?
 (a) Complexity (b) Clarity (c) Completeness (d) Courtesy
12. A/An _____ phrase will contain a noun or pronoun along with a participle. It is generally separated by commas.
 (a) infinitive (b) absolute (c) gerund (d) noun
13. An _____ is a piece of writing intended for publishing in a newspaper or magazine.
 (a) introduction (b) essay (c) article (d) None of these
14. Have you received the latest news about the match? Identify the parts of speech of the underlined word.
 (a) Adverb (b) Conjunction (c) Interjection (d) Adjective
15. Which of these sentences is in active voice?
 (a) A movie is being watched by them.
 (b) The car was repaired by Raju.
 (c) He is reading a book.
 (d) The thief was being chased by a policeman.

Answers:

1. (b) 2. (c) 3. (a) 4. (a) 5. (c)
 6. (a) 7. (d) 8. (a) 9. (c) 10. (b)
 11. (a) 12. (b) 13. (c) 14. (d) 15. (c)

SHORT ANSWER TYPE QUESTIONS

1. What are various elements of a communication cycle?

Answer – The various elements of a communication cycle are –

- **Sender:** the person beginning the communication.
- **Message:** the information that the sender wants to convey.
- **Channel:** the means by which the information is sent.
- **Receiver:** the person to whom the message is sent.
- **Feedback:** the receiver's acknowledgement and response to the message.

2. What is 7 C's effective communication?

Answer – There are 7 C's effective communication which are applicable for both written as well as oral communication. These are as follows –

- **Clear** – Always say clearly, what you want to say.
- **Concise** – Always use simple language and say only what is required.
- **Concrete** – Always use proper words and phrases in the sentences.
- **Correct** – Always use correct spelling and grammar in the sentences.
- **Coherent** – Your word should be related to the main topic and your word should make sense.
- **Complete** – Your message should be complete and have all the needed information.
- **Courteous** – Be honest, respectful and friendly with others.

3. List the various methods of communication.

Answer – The various methods of communication are –

- **Face-to-face informal communication** – There is nothing better than face-to-face communication. It helps the message to be understood clearly and quickly.
- **e-mail** – e-mail can be used to communicate quickly with one or many individuals in various locations. It offers flexibility, convenience and low-cost.
- **Notice/Posters** – It is effective when the same message has to go out to a large group of people. Generally used for where email communication may not be effective.
- **Business Meetings** – Communication during business meetings at an organisation are generally addressed to a group of people. It can be related to business, management and organisational decisions.

4. What are the learning objectives of communication?

Answer – Learning objectives of Effective communication are :

- Sending, receiving and understanding the message or information
- Development of Interposal Skills
- To express effectively with maximum efficiency

5. Explain the various elements of a communication process.

Answer – The various elements of a communication cycle are –

- **Sender:** the person beginning the communication.
- **Message:** the information that the sender wants to convey.
- **Channel:** the means by which the information is sent.
- **Receiver:** the person to whom the message is sent.
- **Feedback:** the receiver's acknowledgement and response to the message.

6. What is verbal communication and its type?

Answer – Sounds, words, language, and speech are all examples of verbal communication. Speaking is one of the most effective and often used in verbal communication methods.

Interpersonal Communication – This type of communication is a one – on – one communication that takes place between two people. It can be formal or informal.

Written Communication – This method of communication entails the use of written words. Letters, circulars, reports, manuals, SMS, social media chats, and so on are all examples. It could be a group of two or more persons.

Small Group Communication – When there are more than two people participating, this form of communication occurs. Each participant has the opportunity to interact and speak with the others.

Public Communication – The communication takes place when one individual addresses a large group of audience.

7. Explain the importance of feedback.

Answer – Importance of feedback are –

- **Validates Effective Listening:** Shows you're paying attention and understanding.
- **Motivates People:** Makes people feel good and encourages them.
- **Boosts Learning:** Helps us learn and improve.
- **Improves Performance and Decision Making:** Points out what's done well and where to improve.

8. What are the advantages and disadvantages of verbal communication?

Answer – Advantage of verbal communication are –

Advantages of Verbal communication

Time Saving – We can express our thoughts easily and quickly and it is an easier form of communication.

Quick Feedback – We can get a quick response from the listener.

Disadvantages of verbal communication

Cultural Difference – The cultural difference is the main disadvantage of verbal communication

Language barriers – Difficult to share thoughts or ideas in different languages.

LONG ANSWER TYPE QUESTIONS

9. Explain the different types of non-verbal communication.

Answer – Different types of non-verbal communication are –

Facial Expression – Our expressions can show different feelings, such as Happiness, Sadness, Anger, Surprise, Fear, etc.

Posture – Postures show our confidence and feelings. For example, a straight body posture shows confidence while a slumped posture is a sign of weakness.

Gestures or Body Language – Gestures include body movements that express an idea or meaning. For example, raising a hand in class to ask a question and biting nails when nervous.

Touch – We communicate a great deal through touch. For example, a firm handshake to display confidence and pat on the back to encourage someone.

Space – Space is the physical distance between two people. The space between two persons while communicating, generally depends on the intimacy or closeness between them.

Eye Contact – The way we look at someone can communicate a lot. Eye contact shows that we are paying attention to the person as opposed to looking away, which can make the other person feel ignored.

Paralanguage – How we speak affects our communication and includes the tone, speed and volume of our voice. For example, talking fast may show happiness, excitement or nervousness while speaking slow may show seriousness or sadness.

10. How many types of Feedback in communication skills? What are the good feedback in communication skills?

Answer – There are basically three types of feedback.

- Positive Feedback
- Negative Feedback
- No Feedback

A good feedback is one that is –

Specific: General comment should be avoided. To clarify your statement, try to provide examples. Rather than giving advice let the receiver decide what to do with your feedback.

Timely: Always respond on time, because if input is delayed for too long, it loses its impact.

Polite: While sharing feedback is necessary, the recipient should not be insulted by the input's language.

Offering continuing support: Feedback should be shared on a regular basis. Let recipients know you're available for help once you've given them feedback.

11. What are the basic parts of speech in the English Language?

Answer – There are eight basic parts of speech in the English language. These are none, pronoun, verb, adjective, adverb, preposition, conjunction and interjection.

Noun – Nouns is the name of a person, place, animal or thing. This is also called ‘naming words.

Pronoun – A pronoun is used in place of a noun.

Adjectives – Adjectives are words that describe other words.

Verbs – Verbs are words that show action.

Adverbs – Adverbs are words that add meaning to verbs, adjectives, or other adverbs.

Preposition – A preposition is a word palace before a noun or pronoun.

Conjunction – A conjunction is a word that connects two words, phrases, or clauses.

Interjection – A word used to communicate emotion is called an interjection.

12. Explain the Barriers of the Effective Communication.

Answer: Barriers of the Effective Communication are –

Physical Barriers – The environmental and natural conditions that operate as a barrier in communication when conveying messages from sender to receiver are referred to as physical barriers.

Linguistic Barriers – A language barrier to communication is the inability to communicate using a language. The most common communication barriers are language barriers, which lead to misunderstandings and misinterpretations between people.

Interpersonal Barriers – When a sender’s message is received differently than intended, it creates barriers to interpersonal contact. It’s also tough to communicate with someone who refuses to converse or express their emotions or opinions.

Organizational Barriers – Formal hierarchical structures are used to create organizations that adhere to performance standards, rules & regulations, processes, policies, and behavioral norms, among other things.

Cultural Barriers – When people from different cultures are unable to understand each other’s languages, it causes problems and inconveniences.

.....

COMMUNICATION SKILLS II

REVISION NOTES

COMMUNICATION SKILLS

It is a process which involves sharing of information, opinion, ideas, and beliefs between two or more persons through a continuous activity of speaking, listening and understanding.

The word 'communication' comes from the Latin word *commūnicāre*, meaning 'to share'.

PARTS OF COMMUNICATION

Communication has three important parts:

1. **Transmitting** — The sender transmits the message through one medium or another.
2. **Listening** — The receiver listens or understands the message.
3. **Feedback** — The receiver conveys their understanding of the message to the sender in the form of feedback to complete the communication cycle.

ELEMENTS OF A COMMUNICATION

The various elements of a communication cycle are:

- **Sender:** the person beginning the communication.
- **Message:** the information that the sender wants to convey.
- **Channel:** the means by which the information is sent.
- **Receiver:** the person to whom the message is sent.
- **Feedback:** the receiver's acknowledgement and response to the message.

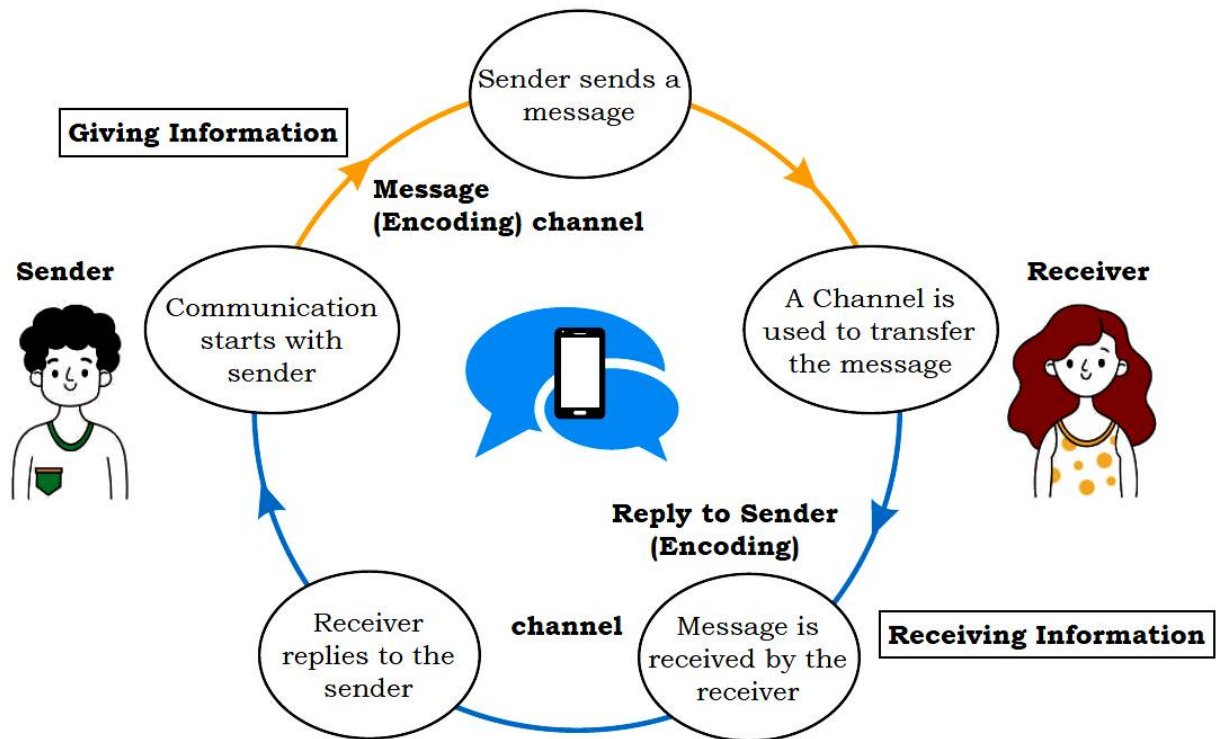







Figure : Elements of Communication

METHODS OF COMMUNICATION

Method	Description	Pictorial Description
<p>Face-to-face</p>	<p>There is nothing better than face-to-face communication. It helps the message to be understood clearly and quickly. Also, since body language can be seen in this case; it adds to the effectiveness of the communication.</p>	
<p>E-mail</p>	<p>E-mail can be used to communicate quickly with one or many individuals in various locations. It offers flexibility, convenience and low-cost.</p>	
<p>Notices/Posters</p>	<p>It is effective when the same message has to go out to a large group of people. Generally used for where email communication may not be effective. For example, 'Change in the lunch time for factory worker,' or 'XYZ Clothing will remain closed for customers on Sunday.'</p>	
<p>Business Meetings</p>	<p>Communication during business meetings at an organisation are generally addressed to a group of people. It can be related to business, management and organisational decisions.</p>	
<p>Other Methods</p>	<p>There can be various other methods like social networks, message, phone call for communication, newsletter, blog, etc.</p>	

VERBAL COMMUNICATION

Verbal communication includes sounds, words, language, and speech. Speaking is one of the most effective and commonly used way of communicating. It helps in expressing our emotions in words.

Types of Verbal Communication

Type of Verbal Communication	Description
Interpersonal Communication	This form of communication takes place between two individuals and is thus a one-on-one conversation. It can be formal or informal. Examples 1. A manager discussing the performance with an employee. 2. Two friends discussing homework. 3. Two people talking to each other over phone or video call.
Written Communication	This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two or more people. Examples 1. A manager writing an appreciation e-mail to an employee. 2. Writing a letter to grandmother enquiring about health.
Small Group Communication	This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the rest. Examples 1. Press conferences 2. Board meetings 3. Team meetings
Public Communication	This type of communication takes place when one individual addresses a large gathering. Examples 1. Election campaigns 2. Public speeches by dignitaries

Advantages of Verbal Communication

- It is an easy mode of communication in which you can exchange ideas by saying what you want and get a quick response.
- Verbal communication also enables you to keep changing your interaction as per the other person's response.

Disadvantages of Verbal Communication

Since verbal communication depends on written or spoken words, sometimes the meanings can be confusing and difficult to understand if the right words are not used.

NON-VERBAL COMMUNICATION

Non-verbal communication is the expression or exchange of information or messages without using any spoken or written word.

In other words, we send signals and messages to others, through expressions, gestures, postures, touch, space, eye contact and para language.

Importance of Non-verbal Communication

In our day-to-day communication

- 55% communication is done using body movements, face, arms, etc.

- 38% communication is done using voice, tone, pauses, etc.
- only 7% communication is done using words.

Non-Verbal Communication	Example
Gestures	1. Raising a hand to greet or say goodbye 2. Pointing your finger at someone
Expressions	1. Smiling when you are happy 2. Making a sad face when you are sad
Body Language	Postures by which attitudes and feelings are communicated. Standing straight, showing interest.

TYPES OF NON-VERBAL COMMUNICATION

Type	What it means	How to use effectively?
Facial Expressions	Our expressions can show different feelings, such as Happiness, Sadness, Anger, Surprise, Fear, etc.	<ul style="list-style-type: none"> • Smile when you meet someone. • Keep your face relaxed. • Match your expressions with your words. • Nod while listening.
Posture	Postures show our confidence and feelings. For example, a straight body posture shows confidence while a slumped posture is a sign of weakness.	<ul style="list-style-type: none"> • Keep your shoulders straight and body relaxed. • Sit straight while resting your hands and feet in relaxed position. • While standing, keep your hands by your sides.
Gestures or Body Language	Gestures include body movements that express an idea or meaning. For example, raising a hand in class to ask a question and biting nails when nervous.	<ul style="list-style-type: none"> • Keep your hands open. • Avoid pointing your finger at people. • Tilt your head a bit to show that you are attentive.
Touch	We communicate a great deal through touch. For example, a firm handshake to display confidence and pat on the back to encourage someone.	<ul style="list-style-type: none"> • Shake hands firmly while meeting someone. • Avoid other touch gestures during formal communication.
Space	Space is the physical distance between two people. The space between two persons while communicating, generally depends on the intimacy or closeness between them.	<ul style="list-style-type: none"> • Maintain proper space depending on the relationship, which could be formal or informal or the closeness with the person with whom you are talking.
Eye Contact	The way we look at someone can communicate a lot. Eye contact shows that we are paying attention to the person as opposed to looking away, which can make the other person feel ignored.	<ul style="list-style-type: none"> • Look directly at the person who is speaking. • Avoid staring; keep a relaxed look. • Maintain eye contact with intermittent breaks.
Paralanguage	How we speak affects our communication and includes the tone, speed and volume of our voice. For example, talking fast may show happiness, excitement or nervousness while speaking slow may show seriousness or sadness.	<ul style="list-style-type: none"> • Use a suitable tone and volume • Maintain a moderate speed while talking

VISUAL COMMUNICATION

Visual communication proves to be effective since it involves interchanging messages only through images or pictures and therefore, you do not need to know any particular language for understanding it. It is simple and remains consistent across different places.

Examples of Visual Communication

Under construction		No pets allowed	
No parking zone		No entry	
Danger warning		Radiation/biohazard warning	
Under CCTV surveillance		No mobile phone	

COMMUNICATION CYCLE AND IMPORTANCE OF FEEDBACK

Feedback is an important part of the communication cycle. For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the message across.

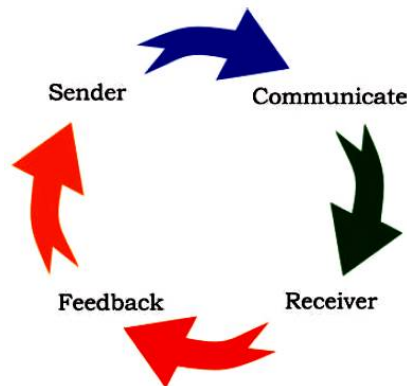


Figure : Communication Cycle

While a sender sends information, the receiver provides feedback on the received message. Translated to the work environment, when you observe someone perform their work and then, communicate with them to help improve their performances, you are giving feedback.

TYPES OF FEEDBACK

Type of Feedback	Examples
Positive Feedback	<ul style="list-style-type: none"> • I noticed you finished the work perfectly. Great job! • I really appreciate you taking that call. Can you please also share the details?
Negative Feedback	<ul style="list-style-type: none"> • You keep forgetting to smile at the hotel guests when you talk to them. • You take really long to reply to e-mails! Are you always so busy?
No Feedback	<ul style="list-style-type: none"> • It is also a feedback in itself which indicates disagreement of ideas.

A good feedback is one that is:

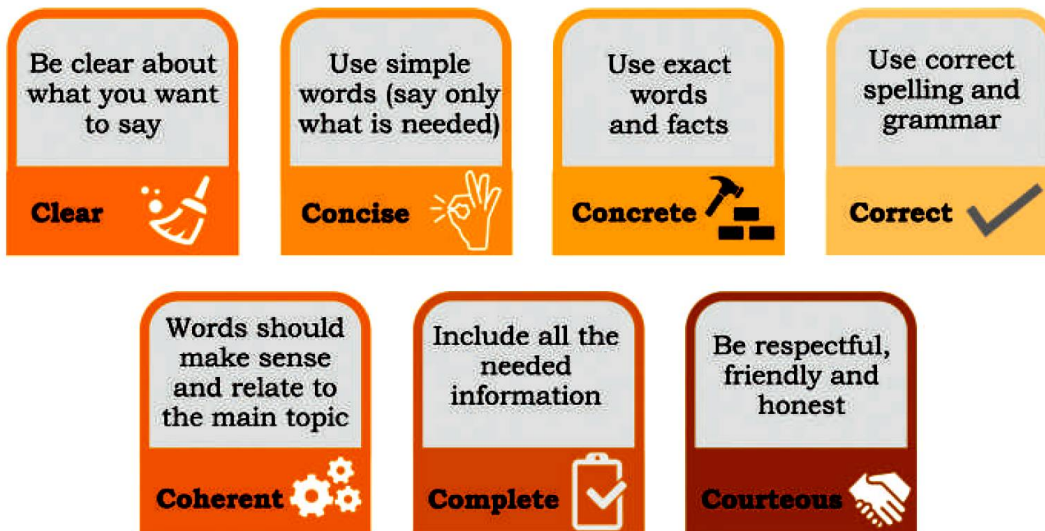
- **Specific:** Avoid general comments. Try to include examples to clarify your statement. Offering alternatives rather than just giving advice allows the receiver to decide what to do with your feedback.
- **Timely:** Being prompt is the key, since feedback loses its impact if delayed for too long.
- **Polite:** While it is important to share feedback, the recipient should not feel offended by the language of the feedback.
- **Offering continuing support:** Feedback sharing should be a continuous process. After offering feedback, let recipients know you are available for support.

IMPORTANCE OF FEEDBACK

Feedback is the final component and one of the most important factors in the process of communication since it is defined as the response given by the receiver to the sender. Let us look at certain reasons why feedback is important.

- **It validates effective listening:** The person providing the feedback knows they have been understood (or received) and that their feedback provides some value.
- **It motivates:** Feedback can motivate people to build better work relationships and continue the good work that is being appreciated.
- **It is always there:** Every time you speak to a person, we communicate feedback so it is impossible not to provide one.
- **It boosts learning:** Feedback is important to remain focussed on goals, plan better and develop improved products and services.
- **It improves performance:** Feedback can help to form better decisions to improve and increase performance.

7Cs of Effective Communication



BARRIERS TO EFFECTIVE COMMUNICATION

Some common barriers to effective communication include:

Physical Barriers:

Physical barrier is the environmental and natural condition that act as a barrier in communication in sending message from sender to receiver. Not being able to see gestures, posture and general body language can make communication less effective.

For example, text messages are often less effective than face-to-face communication.

Linguistic Barriers

The inability to communicate using a language is known as language barrier to communication. Language barriers are the most common communication barriers, which cause misunderstandings and misinterpretations between people.

For example, slang, professional jargon and regional colloquialisms can make communication difficult.



Figure: Barriers to Effective Communication

Interpersonal Barriers

Barriers to interpersonal communication occur when the sender's message is received differently from how it was intended. It is also very difficult to communicate with someone who is not willing to talk or express their feelings and views.

Stage fear, lack of will to communicate, personal differences can create interpersonal barriers to communication.

Organisational Barriers

Organisations are designed on the basis of formal hierarchical structures that follow performance standards, rules and regulations, procedures, policies, behavioural norms, etc. All these affect the free flow of communication in organisations and therefore, need to be suitably managed.

For example, Superior-subordinate relationships in a formal organisational structure can be a barrier to free flow of communication.

Cultural Barriers

Cultural barriers is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties. People sometimes make stereotypical assumptions about others based on their cultural background, this leads to difference in opinions and can be a major barrier to effective communication.

Ways to Overcome Barriers to Effective Communication

- Use simple language
- Do not form assumptions on culture, religion or geography

- Try to communicate in person as much as possible
- Use visuals
- Take help of a translator to overcome differences in language
- Be respectful of other's opinions

WRITING SKILLS — PARTS OF SPEECH

Writing skills are part of verbal communication and include e-mails, letters, notes, articles, SMS/chat, blogs, etc.

In all these forms of written communication, we use sentences to express ourselves. Sentences are important because they help to clearly present the message.

A sentence always begins with a capital letter, and it always ends with a question mark, full stop or exclamation mark.

CAPITALISATION

We know that all sentences begin with capital letters. However, there are certain other points in a sentence where we should use capital letters. 'TINS' is a set of simple rules that help you capitalise words correctly. Each letter in the word TINS refers to one capitalisation rule as shown in below Table

Alphabet	T	I	N	S
What it shows:	Titles	word 'I'	Names	Starting letter of sentences
Rule	Capitalise the first letter in the titles used before people's names.	Capitalise the letter 'I' when it is used as a word (Pronoun).	Capitalise the first letter in the names of people, places, days and months.	Capitalise the first letter in every sentence.
Example	Dr Malik and Mr Pandey were invited to the party.	He said that I should accompany him to the mall.	The summer break is starting this Friday and will continue till the end of June. Suresh is planning to visit London next year.	The little girl lost her book.

PUNCTUATION

Certain set of marks, such as full stop, comma, question mark, exclamation mark and apostrophe are used in communication to separate parts of a sentence for better clarity of message. Some common punctuation marks and their rules are shown here in Table

Punctuation name	Sign	Use	Example
Full stop	.	<ul style="list-style-type: none"> • Used at the end of a sentence. • Used with short form of long words. 	Omar is a professor. His students call him Prof. Omar.
Comma	,	<ul style="list-style-type: none"> • Used to indicate a pause in the sentence. • Used to separate two or more items in a row. 	After getting down from the bus, I walked towards my school. The grocery store had fresh kiwis, strawberries and mangoes.
Question mark	?	<ul style="list-style-type: none"> • Used at the end of a question. 	Where is your book?
Exclamation mark	!	<ul style="list-style-type: none"> • Used at the end of a word or a sentence to indicate a strong feeling. 	What a beautiful dress! Hooray! We won the match.

Apostrophe	(')	<ul style="list-style-type: none"> Used followed by an 's' to show possession or belonging. Used with shortened form of words in informal speech. 	<p>That is Shobha's cat.</p> <p>Are these Rahim's colour pencils?</p> <p>Let's go for the movies today.</p> <p>She isn't coming to school today.</p>
------------	-----	---	--

BASIC PARTS OF SPEECH

The part of speech indicates how a particular word functions in meaning as well as grammatically within the sentence. Some examples are nouns, pronouns, adjectives, verbs and adverbs as shown in Figure

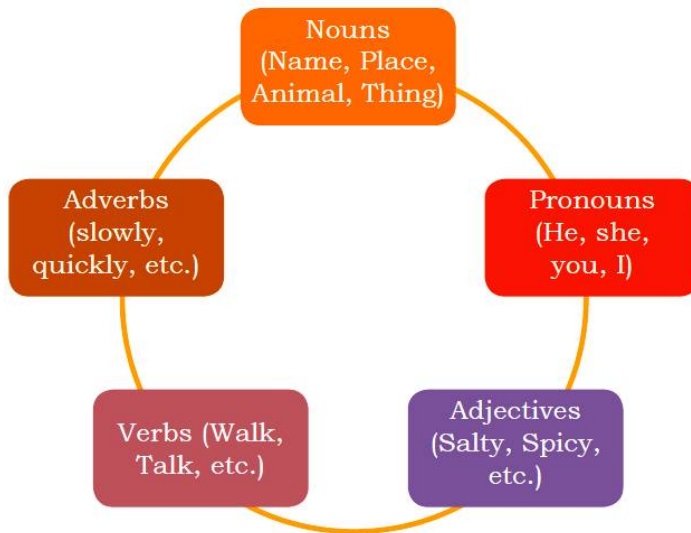


Figure : Parts of Speech

Supporting Parts of Speech Types

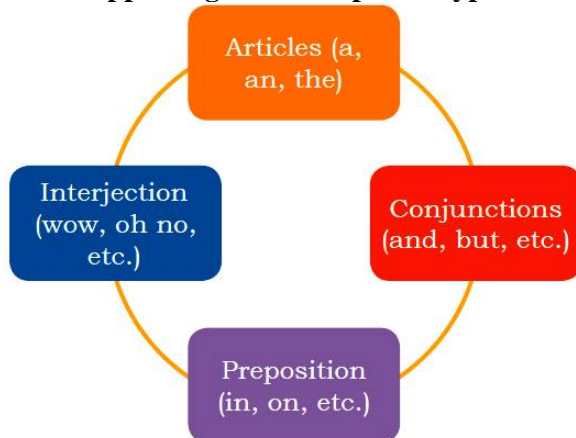


Figure : Supporting Parts of Speech

WRITING SKILLS — SENTENCES

Parts of a Sentence

We all know that almost all English sentences have a subject and a verb while some also have an object.

Subject: Person or thing that performs an action.

Verb: Describes the action.

Object: Person or thing that receives the action.

Examples:

Sentence	Subject	Verb	Object
He swam in the lake.	He	swam	the lake
She rode the bicycle.	She	rode	the bicycle
He threw the ball.	He	threw	the ball
The dog chased the cat.	Dog	chased	the cat

Types of Objects

In a sentence, there can be two types of objects — Direct and Indirect.

The objects provided in the above examples are called direct objects since they are directly ‘acted on’ by the verb.

On the other hand, an indirect object answers questions, such as ‘to/ for who.’

TYPES OF SENTENCES

Active and Passive Sentences

- 1. Radha is reading a book.
- 2. A book is being read by Radha.

The action (verb) in both sentences is reading a book. But the ‘subject’ of both sentences is different. In the first sentence, the subject (Radha) does the action. In the second sentence, the subject (a book) receives the action.

Sentences where the subject does an action are known to be in the **Active voice**, whereas sentences in which the subject receives an action are known to be in the **Passive voice**.

Examples

Active Voice	Passive Voice
Ali changed the flat tire.	The flat tire was changed by Ali.
I will clean the house every Saturday.	The house will be cleaned by me every Saturday.
Ravi painted the entire house.	The entire house was painted by Ravi.



GREEN SKILLS II

NCERT/CBSE TEXTBOOK QUESTIONS

A. Multiple choice questions

Read the questions carefully and circle the letter (a), (b), (c) or (d) that best answers the question.

1. How many sustainable development goals are given by the United Nations?

- (a) 18 (b) 17 (c) 15 (d) 20

Ans: (b) 17

2. Choose the option which defines sustainable development.

- (a) Taking care of future generations
(b) Taking care of only ourselves
(c) Taking care of ourselves and the future generations
(d) Well-being of all

Ans: (c) Taking care of ourselves and the future generations

3. Which organisation has made the Sustainable Development Goals.

- (a) United Nations
(b) League of Nations
(c) UNICEF
(d) World Health Organisation

Ans: (a) United Nations

4. Which of the following sources of energy is from a renewable source?

- (a) Solar energy (b) Wood (c) Coals (d) Petrol

Ans: (a) Solar energy

5. Choose the option which is not a sustainable development goal according to United Nations.

- (a) Clean Water and Sanitation
(b) Gender Equality
(c) Population
(d) Reduced Inequalities

Ans: (c) Population

B. Subjective Questions

1. What is the meaning of sustainable development?

Ans: Sustainable development is the development that satisfies the needs of the present without compromising the capacity of future generations, guaranteeing the balance between economic growth, care for the environment and social well-being

2. Why do you think the United Nations has made the 17 Sustainable Development Goals?

Ans: The 17 SDGs have been made to take care of important issues facing businesses, governments and society. Some of these issues are poverty, gender equality, water use, energy, climate change and biodiversity. Countries are now making policies and regulations that will promote sustainable systems needed in all economic sectors to provide a secure, affordable and sustainable economy.

3. List some ways in which we can use resources sensibly

Ans: We can become responsible for our own environment by

1. reusing paper, glass, plastic, water, etc.
2. taking cloth bags to market carrying fruits and vegetables.
3. donate things we do not use such as clothes, books, furniture, food, etc.

4. Buy and eat seasonal fruits and vegetables from local growers.
5. Repair leaking taps and pipes to avoid wasting water.
6. Sort and treat garbage before disposing of.

4. Explain the importance of education on sustainable development.

Ans: Education is the most important factors for sustainable development. Children who have gone to school will be able to do jobs so that they can take care of themselves and their families. Education helps us become aware of our role as a responsible citizen. We should

1. use the facilities present in our areas.
2. take our friends to school.
3. help friends study.
4. stop friends from dropping out of school.

SHORT ANSWER TYPE QUESTIONS

1. The most significant environment problems are related to which type of resources?

Ans. The most significant environmental problems are associated with resources that are renewable such as air and water. They have a finite capacity to assimilate emissions and wastes but if pollution exceeds this capacity ecosystem will deteriorate rapidly at a huge pace.

2. Discuss the role of sustainable development to provide financial stability.

Ans. Sustainable development practices have the ability to create more financially sustainable economies across the globe. Developing countries that cannot access fossil fuels can leverage renewable forms of energy to power their economies. From the development of renewable energy technologies, these countries can create sustainable jobs as opposed to finite jobs based on fossil fuel technologies.

3. What are the forms of sustainable agriculture?

Ans. In sustainable agriculture the production of crops takes place with the efficient use of resources without damaging the environment. Crop rotation, organic farming, use of bio-fertilizers and bio-pesticides, combining animal farming with crop farming are some examples of sustainable agricultural practices.

4. The achievement of sustainable development requires what?

Ans. The achievement of sustainable development requires the integration of economic, environmental and social components at all levels.

5. Give the definition of sustainable development as suggested by Brundtland Report.

Ans. According to Brundtland report, development that meets the needs of the present, without compromising the ability of future generation to meet their needs is sustainable development.

6. How does sustainable development helps to manage climate change?

Ans. Climate change can be mitigated through sustainable development practices. These practices seek to reduce the use of fossil-based sources of fuel such as petrol, diesel, natural gas and coal. Fossil fuels as sources of energy are unsustainable since they will be depleted at some time. Their burning is also responsible for the emission of greenhouse gases and consequent global warming and climate change.

7. Write any three challenges to sustainable development.

Ans. Three challenges to sustainable development are

- (i) Rise in population level would lead to severe environmental degradation in the future.

- (ii) Poor management of natural resources combined with growing economic activities will continue to pose serious challenges to environment.
- (iii) Due to rise in income, the demands for improvement in environmental quality will increase as well as the resources available for investment but it is not mandatory in some cases as problems are observed to get worse as income rise.

8. Which type of industries should be relocated outside the cities?

Ans. Polluting industries should be relocated outside the cities far away from the populated area. These industries pollute both the water and air by disposing the waste in them. The polluted is then used by animals for drinking and human beings for various activities, this leads to depletion of their health. In humans, various health issues are raised in the course of time.

9. Write four development goals given by United Nations Sustainable Development Summit 2015.

Ans. Any four development goals given by United Nations Sustainable Development Summit 2015 are as follows

- (i) Ensure access to affordable, reliable, sustainable and modern energy for all.
- (ii) Promote inclusive and sustainable economic growth, employment and decent work for all.
- (iii) Build resilient infrastructure, promote sustainable industrialisation and foster innovation.
- (iv) Reduce inequality within and among countries.

10. How one can save forest from being cut?

Ans. Save and recycle paper to protect trees from being cut. Do not buy products obtained from wild animals such as leather, fur and ivory. Collect honey without completely removing the beehives.

11. What should be done to make efficient use of electricity?

Ans. To make efficient use of electricity are as follows

- (i) Don't waste electricity. Turn off lights and unplug appliances when not in use.
- (ii) Select clean, renewable energy sources like solar lights.
- (iii) Avoid cars or do car-pools and use cycles or public transport.

12. How one can save fisheries industry from being extinct?

Ans. In order to save fisheries industry from being extinct, one can follow a number of steps as given below

- (i) Creating awareness about the harmful consequences of over-fishing.
- (ii) Educating people about the sustainable fishing practices that control fishing and provide enough time for fish to breed and multiply.
- (iii) Never buy endangered fish. Buy only those fish that are plentifully available and also in-season (not during the breeding season).

13. State the points through which one can manage waste.

Ans. Some points which one can manage waste are as follows

- (i) Reduce, reuse and recycle before throwing away things as waste.
- (ii) Use environmentally-friendly methods of waste disposal.
- (iii) Use appropriate methods for recycling or disposal of the electronic and hazardous waste.

14. Why there is a need for sustainable development? Give reasons.

Ans. Sustainable development is necessary for the maintenance of the environment. There is a need of sustainable development because of the following reasons

- (i) Sustainable development teaches people to make use of means and resources for the maximum benefit without wastage.
- (ii) Sustainable development brings about changes in people's knowledge, attitude and skill.

(iii) Sustainable development aims at achieving the goal of economic and social development without destroying the Earth's means and resources.

15. What will happen, if we ignore the vital signs of an ailing environment?

Ans. The Earth's vital signs reveal a patient in declining health. We need to realise our ethical and moral obligations to the mother Earth. Human beings are caretakers of the planet and responsible trustees of the legacy of future generations. Due to the realisation of importance of sustainable development, now there is a transcending concern for survival of the people and planet. We need to take a holistic view of the very basis of our existence. The environmental problem does not necessarily signal our demise, rather it is our passport for the future.

16. 'The concept of sustainable development is subject to criticism.' Discuss.

Ans. Criticism is the final thing that appears on introducing a new concept, as wide acceptance is almost rare. Turning the concept of sustainability into policy raises questions about how to assess the well-being of present and future generations. The issue is more complicated because our children do not just inherit environmental pollution and resource depletion, but also enjoy the fruits of our labour, in the forms of education, skills and knowledge (i.e. human capital), as well as physical capital. They may also benefit from investments in natural resources, improvement in soil fertility and reforestation. Thus, in considering and calculating what we pass on to future generations, we must take account of the full range of physical, human and natural capital.

17. 'Total world consumption of cereals will almost double by 2030.' Suggest measures to maintain 'sustainable development' in the light of this development.

Ans. Total world consumption of cereals will have to almost double by 2030. To protect fragile soils and natural habitats, almost all of this increase will have to be achieved by raising yields on existing cropland rather than by extending the area under cultivation. At present we are losing the forests at a fast pace. Thus, problems and challenges are formidable.

18. State the points through one can do water and forest management.

Ans. In order to do water management, one should follow the given points

- (i) Use water wisely. Turn off the tap when you are not using it.
- (ii) Get leaking taps and pipes fixed immediately.
- (iii) Treat drain water properly before allowing it to flow into local water bodies.

In order to do forest management, one should follow the given points

- (i) Save and recycle paper to protect trees from being cut.
- (ii) Do not buy products obtained from wild animals such as leather, fur and ivory.
- (iii) Collect honey without completely removing the beehives.

19. Explain the short-term solutions related to sustainable development.

Ans. The short-term solutions related to sustainable development are as follows

- (i) The practice of illegal deforestation and smuggling of forest resources should be stopped.
- (ii) Proper balance ought to be maintained between deforestation and afforestation.
- (iii) Planning and building of industrial zones to manage and process are types of wastes.
- (iv) Proper treatment system, recycling of waste and their proper disposal should be undertaken.
- (v) Adoption of rainwater harvesting techniques, drip/sprinkler irrigation and use of alternative sources of energy.
- (vi) Less chemical fertilizers should be used along with environment-friendly pesticides and weedicides.

20. How one can take care of the environment while travelling?

Ans. In order to take care of the environment while travelling, one should follow the given points

- (i) While travelling, travel in groups, limit water and energy use and avoid wastage.

- (ii) Practice eco-tourism (tourism that protects the environment) and make people aware of the need of practicing eco-tourism.
- (iii) Never litter around. Never damage or deface historical monuments.
- (iv) Walk or cycle while going to nearby places.
- (v) Use electric (battery-operated) vehicles if possible.

21. How did the idea of sustainable development originate?

Ans. The concept of sustainable forest management was developed in Europe during the 17th and 18th centuries.

The idea of sustainable development gained wide acceptance due to environmental concerns in the 20th century.

The concept of sustainable development was popularised in 1987 by the “United Nations World Commission on Environment and Development.” In Brundtland Report named as ‘Our Common Future’, defines sustainable development as “development that meets the needs of the present, without compromising the ability of future generations to meet their needs”, i.e without stripping the natural world of resources future generations would need. This definition of sustainable development, which is most widely accepted now, contains two key concepts

- (i) The concept of needs, in particular, the essential needs of the world’s poor which should be given top most priority.
- (ii) The concept of limitations imposed by the state of technology and social organisation on the environment’s ability to meet present and future needs.

LONG ANSWER TYPE QUESTIONS

22. Describe any four major problems associated with sustainable development.

Ans. Four problems associated with sustained development are as follows

- (i) The concept of sustainable development is subject to criticism. What, exactly, is to be sustained in a sustainable development? Any positive rate of exploitation of a non-renewable resource will eventually lead to exhaustion of Earth’s final stock.
- (ii) Turning the concept of sustainability into policy raises questions about how to assess the well-being of present and future generations. The issue is more complicated because our children do not just inherit environmental pollution and resource depletion, but also enjoy the fruits of our labour, in the forms of education, skills, and knowledge (i.e. human capital), as well as physical capital.
- (iii) Poor management of natural resources, combined with growing economic activities, will continue to pose serious challenges to environment. The problem arises because people, institutions and governments have failed to evolve mechanism and policies to strike a balance between development and conservation of resources and preservation of environment.
- (iv) The commonly held view that greater economic activity necessarily hurts the environment, is based on static assumptions about technology, tastes and environmental investments. In reality, the relationships between inputs and outputs and the overall effects of economic activities on the environment, are continually changing.

23. Mention the main principles of sustainable development.

Ans. Main principles of sustainable development are

- (i) Respect and care for all forms of life.
- (ii) Improving the quality of human life.
- (iii) Minimising the depletion of natural resources.
- (iv) Conserving the Earth’s vitality and diversity.
- (v) Enabling communities to care for their own environment.
- (vi) Changing personal attitude and practices towards the environment.

24. Why is it important to adopt sustainable development? Explain.

Ans. A three-year study using satellites and aerial photography undertaken by the United Nations long ago warned that the environment had deteriorated so badly that it was ‘critical’ in many of eighty-eight countries, investigated. In view of all these findings and problems, sustainable development acquires much importance.

Nature and mankind live and die together.

The Earth’s vital signs reveal a patient in declining health. We need to realise our ethical and moral obligations to the mother Earth. Human beings are caretakers of the planet and responsible trustees of the legacy of future generations.

Due to the realisation of importance of sustainable development, now there is a transcending concern for survival of the people and planet. We need to take a holistic view of the very basis of our existence. The environmental problem does not necessarily signal our demise, rather it is our passport for the future. To save ourselves and our future generations from catastrophe, we require to take a holistic view, an ecological view, seeing the world as an integrated whole, rather than a dissociated collection of parts.

25. Describe the meaning and importance of sustainable development.

Ans. Sustainable development refers to the process of economic development where resources are used judiciously to satisfy needs of not only present generation but also to conserve them for the use of future generations. Sustainable development takes place without depleting the present natural resources.

The importance of sustainable development is discussed below

- (i) It helps to conserve and make use of means and resources for the maximum benefit without wastage.
- (ii) It awares the people about the responsibility to use and preserve natural resources.
- (iii) It creates the feeling that natural resources are the common property of all and nobody can use the property according to his personal will. It helps to conserve natural and social environment.
- (iv) People’s participation is to be given priority in development work in order to achieve the aim of sustainable development.
- (v) It attempts to create the concept of maintaining the present work for the future and conserving natural resources for future generation.



GREEN SKILLS II

REVISION NOTES

SUSTAINABLE DEVELOPMENT

Sustainable development is the development that satisfies the needs of the present without compromising the capacity of future generations, guaranteeing the balance between economic growth, care for the environment and social well-being.

The important principles of sustainable development are as follows

- To carefully utilise all resources.
- To conserve resources so that they meet the demands and requirements of the future generations.
- To minimise the depletion of natural resources.
- Respect and care for all forms of life.
- People should learn to conserve the natural resources in order to protect the living beings.
- Conserving the Earth's vitality and diversity.
- Improving the quality of human life.
- Changing personal attitude and practices towards the environment.

IMPORTANCE OF SUSTAINABLE DEVELOPMENT

Sustainable development is necessary for the maintenance of the environment. The importance of sustainable development are as follows

- **Proper Use of Means and Resources:** Sustainable development teaches people to make use of means and resources for the maximum benefit without wastage. It helps to conserve and promote the environment.
- **Development of Positive Attitude:** Sustainable development brings about changes in people's knowledge, attitude and skills. It aware the people the responsibility to use and preserve natural resources. It creates the feeling that natural resources are the common property of all and nobody can use the property according to his personal will. It helps to conserve natural and social environment.
- **Development Based on People's Participation:** People's participation is to be given priority in development work in order to achieve the aim of sustainable development. It creates the interest of local people in development work and environment conservation with the feeling of ownership.
- **Limitation of Development:** Limited but effective use of means and resources are enough for the people to satisfy their basic needs. Limited and non-renewable means and resources go on decreasing in globally due to over-use. Development works should be conducted as per carrying capacity.
- **Long Lasting Development:** Sustainable development aims at achieving the goal of economic and social development without destroying the Earth's means and resources. It attempts to create the concept of maintaining the present work for the future and conserving the natural resources for future generation. So, due to the realisation of importance of sustainable development, now there is a transcending concern for survival of the people and planet. We need to take a holistic view of the very basis of our existence. It is important to reconcile ambitious economic development and preserving the natural resources and ecosystem.
- **Sustainable Development Goals:** Sustainable development has three main components economy, environment and social inclusion. It seeks to ensure economic development, while protecting the environment through participation of the societies and communities. The United Nations Sustainable Development Summit 2015, has set seventeen specific goals towards achieving sustainable development. Given are summarised in the graphic below

GOALS OF SUSTAINABLE DEVELOPMENT

1. No Poverty
2. Zero Hunger

3. Good Health and Well-being
4. Quality Education
5. Gender Equality
6. Clean Water and Sanitation
7. Affordable and Clean Energy
8. Decent Work and Economic Growth
9. Industry, Innovation and Infrastructure
10. Reduced Inequalities
11. Sustainable Cities and Communities
12. Responsible Consumption and Production
13. Climate Action
14. Life Below Water
15. Life on Land
16. Peace, Justice and Strong Institutions
17. Partnerships for the Goals

These above 17 objectives are interrelated and often the key to one's success will involve the issues most frequently linked to another.



They can be summarised as follows in short:

- Eradicate poverty and hunger, guaranteeing a healthy life
- Universalize access to basic services such as water, sanitation and sustainable energy
- Support the generation of development opportunities through inclusive education and decent work
- Foster innovation and resilient infrastructure, creating communities and cities able to produce and consume sustainably
- Reduce inequality in the world, especially that concerning gender
- Care for the environment combating climate change and protecting the oceans and land ecosystems
- Promote collaboration between different social agents to create an environment of peace and sustainable development.

PROBLEMS RELATED TO SUSTAINABLE DEVELOPMENT

Some problems related to sustainable development are as follows

- Poor management of natural resources combined with growing economic activities will continue to pose serious challenges to environment.
- The most significant environmental problems are associated with resources that are renewable such as air and water. They have finite capacity to assimilate emissions and wastes but if pollution exceeds this capacity ecosystem can deteriorate rapidly.
- To assess the regenerative capacity of natural resources is difficult. In the cases of soil erosion, atmospheric pollution etc., there is substantial uncertainty about the extent and outcomes of environmental degradation.
- The overall effects of economic activities on the environment are continuously changing.
- Due to rise in income, the demands for improvement in environmental quality will increase as well as the resources available for investment but it is not mandatory in some cases as problems are observed to get worse as income rise.
- Rise in population is another problem that would further lead to severe environmental degradation in the future.
- Another challenge is rise in demand for energy as it is estimated that the total manufacturing outputs in developing countries will increase to about six times the current levels by 2030.
- Another challenge is rise in demand of food crops with the growth of population. To protect fragile soils and natural habitats, this will have to be achieved by raising yields on existing crop land.

IMPORTANCE OF SUSTAINABLE DEVELOPMENT

Sustainable development is necessary for the maintenance of the environment. The purpose of development work is people's welfare. The target of development work is never achieved effectively if the adverse effects are ignored.

The importance of sustainable development are as follows:

1. **Proper Use of Means and Resource:** Sustainable development teaches people to make low use of means and resources. The use of mineral oil, drinking water, insecticide, chemical fertilizer, forest product should be minimized. This will lead to the minimum use of means and resources for maximum benefit without wastage. It helps to conserve and promote the environment.
2. **Development of Positive Attitude:** Sustainable development brings about changes in people's knowledge, attitude, and skill. It aware the people of the responsibility to use and preserve, natural resources like mine, forest, land, herb, etc. It creates the feeling that natural resources are the common property of all and nobody can use the property according to his personal will. It helps to conserve natural and social environment.
3. **Development of Fundamental Parts:** Sustainable development emphasizes on the progress of health, education, agriculture, tourism and social reform for the development of human beings. While making progress in these aspects environment conservation and promotion should be conducted ahead in an integrated way.
4. **Development Based on People's Participation:** People's participation is to be given priority in development work in order to achieve the aim of sustainable development. It creates the interest of local people in development work and environment conservation with the feeling of ownership. In this way, it increases the public involvement at all levels of environment protection and promotion.
5. **Limitation of Development:** Limited but effective uses of means and resources are enough for the people to satisfy their basic needs. However, more development works are carried on due to greed. Limited and non-renewable means and resources go on decreasing in globally due to over-use. Development works should be conducted as per carrying capacity Sustainable development aware the people of the involvement in the policy making for the concept of limit of development.
6. **Long lasting Development:** Sustainable development aims at achieving the goal of economic and social development without destroying the earth's means and resources. It attempts to create the concept of maintaining the present work for the future and conserving the natural resources for future generation.

CHALLENGES OF SUSTAINABLE DEVELOPMENT:-

The main challenges to sustainable development which are global in character include poverty and exclusion, unemployment, climate change, conflict and humanitarian aid, building peaceful and inclusive societies, building strong institutions of governance, and supporting the rule of law.

The Open Working Group of the United Nations, while acknowledging the United Nations Framework Convention on Climate Change, has proposed the following aims for its Sustainable Development Goals (SDGs) accompanied by specific targets for some:

United Nations Sustainable Development Summit (2015) sets global development goals. These goals are termed as Agenda 2030. The goals are as follows

- End poverty in all forms everywhere.
- End hunger, achieve food security and improved nutrition and promote sustainable agriculture.
- Ensure healthy lives and well-being for all.
- Ensure inclusive and quality education for all and promote lifelong learning.
- Achieve gender equality and empower all women and girls.
- Ensure access to water and sanitation for all.
- Ensure access to affordable, reliable, sustainable and modern energy for all.
- Promote inclusive and sustainable economic growth, employment and decent work for all.
- Build resilient infrastructure, promote sustainable industrialisation and foster innovation.
- Reduce inequality within and among countries.
- Make cities inclusive, safe, resilient and production.
- Ensure sustainable consumption and production.
- Take urgent action to combat climate change and its impacts.
- Conserve and sustainably use oceans, seas and marine resources.
- Sustainably manage forests, halt and reverse land degradation, halt biodiversity loss.
- Promote peaceful and inclusive societies.
- Revitalise the global partnership for sustainable development.

