E (100)
2020-21 till 2022-23

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BACHELOR OF COMMERCE (B.COM.)

EXAMINATION: - DECEMBER - 2022

FIFTH SEMESTER

Subject: Soft Skills (BCOM19-301/BCS-501)

Date: 05/12/2022 **Total marks: 100** **Time: 10.00 am to 1.00 pm**

Instructions: 1) Attempt all Questions
2) Figures to the right indicate full marks

Q.1. A. Answer the multiple Choice questions. (Any 10) **(10)**

1. _____ of business ethics is one of the forms of CSR.
   a) Enhancement b) Removal
   c) Application d) Development
2. The fixed glare style is used as a power trick to _____ or gives the impression that they are more powerful than they really are.
   a) inform b) intimidate
   c) ignore d) inquire
3. The Constitution of India has _____ articles and 12 schedules divided in suitable chapters.
   a) 356 b) 396
   c) 377 d) 395
4. The _____ manages the people side of the meeting.
   a) leader b) facilitator
   c) recorder d) participants
5. _____ taxes are collected indirectly through some middlemen/ agency by the government.
   a) Direct b) Indirect
   c) a & b d) none of these
6. A singular key to effective meetings is preparing an _____ and circulating it in advance.
   a) plan b) minutes
   c) agenda d) none of these
7. Handling each e-mail or piece of paper only once, reading it , filing it, deleting it or taking some action on it are a way to better _____ management.
   a) stress b) anger
   c) time d) leadership
8. Human disabilities are a barrier to _____ communication.
   a) essential b) endorse
   c) effective d) none of these
9. CBDT means _____ Board of Direct Taxes.
   a) Circular b) Curriculum
   c) Collector's d) Central
10. _____ is the key to success and influence in both your personal and professional life.
    a) Communication b) Compliments
    c) Rapport d) Eye-contact
11. Social Responsibility has a direct relation with _____ of the society.
    a) culture b) traditions
    c) religions d) civilization

12. _____ means showing others you have understood them by re-stating what they said back to them using their own words.
    a) Paraphrasing b) Rapport
    c) Communication d) Pacing
13. A _____ means declaring, commanding or prohibiting something established as a written will of the Government.
    a) statute b) laws
    c) bye-laws d) principle

Q.1. B. Answer in one Sentence (Any 5) (10)

1. What is paraphrasing?
2. What is a time waster?
3. State whether people with passive behaviour have an opinion of their own.
4. What is meant by time management?
5. What is the full form of CSR?
6. What are indirect taxes?
7. Which chemical is released in our body when we laugh?

Q. 2) Write Short Note (Any 4) (20)

1. Rapport
2. Time wasters
3. Stress
4. Direct and Indirect taxes
5. Importance of time management
6. Setting Priorities

Q. 3) Answer the following question in 150 words. (any 3) (30)

1 State the barriers to communication
2 What are the contents of the Indian Constitution?
2 Explain the body language of people with Assertive behaviour
4 Describe ways to reduce stress of your staff.
5 What are the qualities of people with aggressive behaviour?

Q. 4) Answer the following question in 300 words. (any 2) (30)

1 State the CSR activities of any 10 companies in India.
2 Describe the six stress busters in detail.
3 Elaborate the basic commercial laws in India.
4 Describe the various types of behaviours.