

# TILAK MAHARASHTRA VIDYAPEETH, PUNE

## BACHELOR OF COMMERCE (B.COM.)

**EXAMINATION: - DECEMBER 2022**

**SEMESTER - I**

**Subject: Soft Skills (Paper I) (BCOMSO – 103)**

**Date: 16/12/2022**

**Total marks: 60**

**Time: 2.00 pm to 4.30 pm**

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

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

- 1 In \_\_\_\_\_ style the speaker's eyes never leave you and practically bore through you.  
a) balanced  
b) darting glances  
c) fixed glare  
d) no eye-contact
- 2 The first stage in managing your time wasters effectively is to identify the \_\_\_\_\_ and inhibitions you find in your work situation.  
a) obstacles  
b) people  
c) progress  
d) none of these
- 3 The role of \_\_\_\_\_ is very important since the results are sometimes only the documentation of what occurred in the meeting.  
a) leader  
b) facilitator  
c) recorder  
d) participants
- 4 \_\_\_\_\_ Management consists of making changes to your life if you are in constant stressful situation.  
a) Time  
b) Marketing  
c) Stress  
d) Anger
- 5 The Constitution of India has \_\_\_\_\_ articles and 12 schedules divided in suitable chapters.  
a) 356  
b) 396  
c) 377  
d) 395
- 6 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
- 7 Vilfredo Pareto was an \_\_\_\_\_ philosopher who noted that 80% of the land in Italy was owned by 20% of the population.  
a) Italian  
b) Indian  
c) Australian  
d) American
- 8 \_\_\_\_\_ 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
- 9 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

- 10 It is scientifically proven that \_\_\_\_\_ causes an increased flow of Endorphins.
- a) Relaxation
  - b) Exercise
  - c) Laughter
  - d) Aerobics
- 11 Blindness is a human \_\_\_\_\_.
- a) ability
  - b) resource
  - c) disability
  - d) none of these
- 12 The role of \_\_\_\_\_ is very important since the results are sometimes only the documentation of what occurred in the meeting.
- a) leader
  - b) facilitator
  - c) recorder
  - d) participants
- 13 After delegating a task, give positive and \_\_\_\_\_ feedback.
- a) negative
  - b) irrelevant
  - c) constructive
  - d) None of these

**Q. 2. Write Short Note (any three) (15)**

1. Importance of time management
2. Aggressive behaviour
3. Passive behaviour
4. Stress
5. Corporate Social Responsibility

**Q. 3. Answer the following question in 150 words. (any 2) (20)**

1. Describe the qualities of people with assertive behaviour and their body language.
2. Explain the steps before during and after delegation of work.
3. Explain the role of a facilitator and recorder during a meeting.
4. Explain the ways to reduce the stress of your staff.

**Q. 4. Answer the following question in 300 words. (any one) (15)**

1. Describe the various commercial laws in India
  2. State the CSR activities of any 10 companies in India.
  3. State and explain the barriers to effective communication.
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