

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF COMMERCE (B.COM.)
EXAMINATION: - MAY - 2023
FIFTH SEMESTER
Subject: Soft Skills (BCOM19-301 ,BCS-501)

Date: 26/05/2023	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.	_____ Management consists of making changes to your life if you are in constant stressful situation.	
	a) Time	b) Marketing
	c) Stress	d) Anger
2.	Speaking in a flat, _____ tone makes the listener lose interest in what you have to say.	
	a) varying	b) monotonous
	c) low	d) high
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.	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
5.	_____ your tasks as per their importance and urgency for managing your time efficiently.	
	a) prioritize	b) eliminate
	c) forget	d) underestimate
6.	A person with assertive behavior is _____.	
	a) stubborn	b) non-judgmental
	c) non-opinionated	d) always angry
7.	_____ Groups are literally run by meetings.	
	a) Internet	b) Family
	c) Community	d) Friends
8.	_____ is an emotion or psychological problem.	
	a) Time	b) Education
	c) Status	d) Lack of interest
9.	_____ are a good way to relieve stress while working in the office.	
	a) Music	b) Movies
	c) Yoga	d) Desk aerobics
10.	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
11.	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	
12.	Blindness is a human _____.		
	a) ability	b) resource	
	c) disability	d) none of these	
13.	After delegating a task, give positive and _____ feedback.		
	a) negative	b) irrelevant	
	c) constructive	d) None of these	
Q.1. B.	Answer in one Sentence (Any 5)		(10)
1.	What are direct taxes?		
2.	What are personal laws?		
3.	What is stress?		
4.	Which chemical is released in our body when we laugh?		
5.	What is paraphrasing?		
6.	What is the full form of CBDT?		
7.	State whether people with passive behavior have an opinion of their own.		
Q. 2)	Write Short Note (Any 4)		(20)
1.	Setting Priorities		
2.	Importance of time management		
3.	Direct and Indirect taxes		
4.	Stress		
5.	Rapport		
6.	Time wasters		
Q. 3)	Answer the following question in 150 words. (any 3)		(30)
1	What are the qualities of people with aggressive behaviour?		
2	Describe ways to reduce stress of your staff.		
2	Explain the body language of people with Assertive behaviour		
4	What are the contents of the Indian Constitution?		
5	What is the difference between people with passive behaviour and passive-aggressive behaviour?		
Q. 4)	Answer the following question in 300 words. (any 2)		(30)
1	State and Explain the barriers to communication		
2	Elaborate the basic commercial laws in India.		
3	Describe the six stress busters in detail.		
4	State the CSR activities of any 10 companies in India.		
