

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF COMMERCE (B.COM)

EXAMINATION: MAY- 2024

FIFTH SEMESTER

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

Date: 16/05/2024

Total marks: 60

Time: 10.00 am to 12.30 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. 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
2. A _____ means declaring, commanding or prohibiting something established as a written will of the Government.
a)statute
b) laws
c) bye-laws
d) principle
3. _____ of business ethics is one of the forms of CSR.
a) Enhancement
b) Removal
c) Application
d) Development
4. A singular key to effective meetings is preparing an _____ and circulating it in advance.
a) plan
b) minutes
c)agenda
d) none of these
5. Human disabilities are a barrier to _____ communication.
a) essential
b) endorse
c) effective
d) none of these
6. _____ 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
7. 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
8. _____ taxes are collected indirectly through some middlemen/ agency by the government.
a) Direct
b)Indirect
c) a & b
d) none of these

9. CBDT means _____ Board of Direct Taxes.
 - a) Circular
 - b) Curriculum
 - c) Collector's
 - d) Central
10. Social Responsibility has a direct relation with _____ of the society.
 - a) culture
 - b) traditions
 - c) religions
 - d) civilization
11. The Constitution of India has _____ articles and 12 schedules divided in suitable chapters.
 - a) 356
 - b) 396
 - c) 377
 - d) 395
12. The _____ manages the people side of the meeting.
 - a) leader
 - b) facilitator
 - c) recorder
 - d) participants
13. _____ is the key to success and influence in both your personal and professional life.
 - a) Communication
 - b) Compliments
 - c) Rapport
 - d) Eye-contact

Q. 2) Write Short Note (Any 3) (15)

1. Personal laws in India
2. Corporate Social Responsibility
3. Passive-aggressive behaviour
4. CPC and CRPC
5. Rapport

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

1. State the six stress busters in detail.
2. Describe the ways to reduce stress for your staff.
3. Explain the steps before during and after delegation of work.
4. Describe the qualities of people with assertive behavior and their body language.

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

1. State the basic commercial laws in India and explain in detail.
2. State and explain the CSR activities undertaken by any 10 corporates in India.
3. State and explain the barriers to effective communication.
