

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF COMMERCE (B.COM)
EXAMINATION: DECEMBER- 2024
FIFTH SEMESTER
Subject: Soft Skills (BCOM19-301)

Date: 03/12/2024

Total marks: 100

Time: 10:00 a.m. to 1:00 p.m.

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. Foreign speech and accent is a _____ barrier.
a) physical
b) language
c) psychological
d) social
2. It is scientifically proven that laughter causes an increased flow of Endorphins, "nature's happy _____"
a) pill
b) syrup
c) tablet
d) none of these
3. Speaking in a flat, _____ tone makes the listener lose interest in what you have to say.
a) varying
b) monotonous
c) low
d) high
4. Nothing is ever _____ for aggressive people.
a) challenging
b) right
c) good
d) important
5. _____ has come in force, replacing many Indirect taxes.
a) Wealth tax
b) GST
c) Gift tax
d) Expenditure tax
6. _____ individuals are essentially selfish.
a) Assertive
b) Passive
c) Passive-Aggressive
d) Aggressive
7. _____ is the recognized international standard for CSR
a) ISO 9000
b) ISO 1000
c) ISO 2000
d) ISO 26000
8. Taxation Laws deal with the _____ of income.
a) calculation
b) confirmation
c) computation
d) none of these
9. When the task is not your strength and someone has more skill the task should be _____.
a) delegated
b) ignored
c) completed
d) managed
10. 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

11. 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
12. In a meeting participants should not rush to judgment based on their _____.
 - a) understanding
 - b) biases
 - c) friends
 - d) will
13. The Indian Contract act is a central law applicable to whole of the _____.
 - a) state
 - b) city
 - c) village
 - d) nation

(B) Answer in one sentence (Any 5)

(10)

1. What is meant by paraphrasing?
2. What is the meaning of building rapport?
3. Why is eye-contact important while communicating?
4. What is the difference between time stressors and time stealers?
5. Explain the Gurukul system from the ancient times.
6. What is the difference between CPC and CRPC?
7. How many articles are there in the constitution of India?

Q. 2. Write Short Notes (Any 4)

(20)

1. CSR
2. Time Waster
3. Personal Laws
4. Direct and Indirect Taxes
5. Importance of stress management
6. Passive Aggressive Behavior

Q. 3. Answer in 150 words (Any 3)

(30)

1. Describe the contents of the Indian Constitution.
2. Explain the steps in delegation of work.
3. Write the difference between Assertive and Aggressive behavior.
4. Describe the CSR activities of any 5 companies in India.
5. Explain the importance of Setting Priorities.

Q. 4. Answer in 300 words (Any 2)

(30)

1. From the perspective of the sender and receiver, explain the barriers to communication.
2. Elaborate the basic commercial laws in India.
3. Describe the types of meetings and the important meeting roles.
4. What are the Six Stress Busters? Point wise explain the ways to reduce stress of your staff members
