

TILAK MAHARASHTRA VIDYAPEETH, PUNE

BACHELOR OF COMMERCE (B.COM)

EXAMINATION: DECEMBER- 2024

FIFTH SEMESTER

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

Date: 03/12/2024

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. 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
2. _____ is the main source of revenue for the government.
a) Labor
b) Taxation
c) Sales
d) Negotiability
3. _____ 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
4. _____ are a good way to relieve stress while working in the office.
a) Music
b) Movies
c) Yoga
d) Desk aerobics
5. 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
6. Speaking in a flat, _____ tone makes the listener lose interest in what you have to say.
a) varying
b) monotonous
c) low
d) high
7. _____ your tasks as per their importance and urgency for managing your time efficiently.
a) prioritize
b) eliminate
c) forget
d) underestimate
8. _____ is an emotion or psychological problem.
a) Time
b) Education
c) Status
d) Lack of interest

9. The term Business Ethics refers to the _____ of an individual businessman.
 - a) management
 - b) modesty
 - c) morality
 - d) none of these
10. _____ Management consists of making changes to your life if you are in constant stressful situation.
 - a) Time
 - b) Marketing
 - c) Stress
 - d) Anger
11. A person with assertive behavior is _____.
 - a) stubborn
 - b) non-judgmental
 - c) non-opinionated
 - d) always angry
12. _____ Groups are literally run by meetings.
 - a) Internet
 - b) Family
 - c) Community
 - d) Friends
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 3) (15)

1. Negotiable Instruments Act, 1881
2. Passive Aggressive Behavior
3. Stress and its effects on our body
4. Time Management
5. Importance of eye-contact in communication

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

1. Elaborate effective delegation of work.
2. Describe the body language of Assertive people.
3. Write the difference between people with assertive behavior and aggressive behavior.
4. What is meant by time management? How can one manage their time efficiently?

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

1. Describe the basic commercial laws in detail.
2. Explain the six stress busters in detail & state the steps to effectively manage the stress of your staff.
3. Why is Agenda important for a meeting? Describe the different roles in a meeting.
