

TILAK MAHARASHTRA VIDYAPEETH, PUNE

BACHELOR OF COMMERCE (B.COM)

EXAMINATION: MAY- 2025

FIFTH SEMESTER

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

Date: 13/05/2025

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. Working out the combination of _____ and importance will ensure important tasks are allocated sufficient time and reactive tasks can then be slotted into the plan.
a) theory b) urgency
c) leisure d) none of these
2. _____ deals with the procedure laid down regarding criminal matters. In the course of day-to-day functioning, every administrator has to deal with a number of individuals as well as institutions/business entities.
a) CPC b) CRPC
c) IPC d) none of these
3. Personal laws are important for _____ matters.
a) criminal b) civil
c) labor d) family
4. Ensuring working conditions are healthy and reasonably pleasant is a way of reducing stress for your _____.
a) family b) relatives
c) children d) staff
5. In a meeting participants should not rush to judgment based on their _____.
a) understanding b) biases
c) friends d) will
6. Duplication of work is a _____.
a) barrier to communication b) stress buster
c) time saver d) time waster
7. After delegating a task, give positive and _____ feedback.
a) negative b) irrelevant
c) constructive d) none of these
8. If you keep stress locked up inside of you, one day something will _____ it and it will flow out.
a) trigger b) free
c) kill d) relax

- [illegible]

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

1. CPC and CRPC
2. Time wasters and time stealers
3. Types of Meetings
4. Rapport and Paraphrasing
5. Passive-Aggressive behavior

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

1. Explain the six stress busters in detail.
2. What are the different ways in which you can reduce stress of your staff members?
3. What are the barriers to communication?
4. State the CSR activities of any 5 companies in India.

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

1. Explain – Assertive behaviour, Aggressive behaviour and Passive behaviour.
2. State the various meeting roles and the crucial role they play in effective management of meetings.
3. What are meant by commercial laws? Explain the basic commercial laws in India.
