

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2025
(Fourth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

CAMPUS TO CORPORATE TRANSITION

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	The modern corporate structure emerged during which period _____. a) Renaissance b) Ancient Egypt c) Industrial Revolution d) Middle Ages	K1	CO1
	2	Which of the following is an example of front-office BPO? a) Payroll processing b) Customer support c) Data entry d) Financial analysis	K2	CO1
2	3	Which of the following is not typically included in the process of change management? a) Identifying change needs b) Planning and implementing change c) Ignoring employee feedback d) Monitoring the impact of change	K1	CO2
	4	What is the significance of politeness in corporate interactions? a) It increases the hierarchy of the workplace. b) It helps build trust and effective communication. c) It ensures that employees do not ask too many questions. d) It prevents conflict.	K2	CO2
3	5	Face to face question answer type of interview is _____. a) Patterned Interview b) Direct Interview c) In-Depth Interview d) Panel Interview	K1	CO3
	6	Why is dressing and grooming important in a corporate environment? a) It reflects personal style. b) It builds self-confidence and professional impression. c) It is not important in modern workspaces. d) It helps to stand out in a crowd.	K2	CO3
4	7	Which of the following provides non-core activities to the clients? a) Business Process Outsourcing b) Business Process Services c) Customer Support d) Telecom	K1	CO4
	8	The Ability to understand the relation between the parts which makes a whole piece together _____. a) Reading Comprehension b) Listening Comprehension c) Analytical Thinking d) Professional Competency	K2	CO4
5	9	Reading your favorite short stories is an example of _____ reading. a) Intensive b) Scanning c) Extensive d) Continuous	K1	CO5
	10	Emails should be replied to within ____ hours while phone calls should be returned within ____ hours. a) 48,24 b) 24,4 c) 4,24 d) 24,24	K2	CO5

Cont...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Identify the key factors that contributed to the growth of the BPO industry in India.	K3	CO1
	(OR)			
	11.b.	Develop the corporate culture and explain its importance.		
2	12.a.	Analyze the key differences between campus and corporate environments.	K4	CO2
	(OR)			
	12.b.	Classify the significance of language in a corporate environment.		
3	13.a.	Contrast the significance of time management in a professional environment.	K4	CO3
	(OR)			
	13.b.	Examine the key components of workplace etiquette?		
4	14.a.	Classify the barriers of business communication.	K4	CO4
	(OR)			
	14.b.	Inference the Essentials of effective writing.		
5	15.a.	Evaluate the formal and informal conversation skills.	K5	CO5
	(OR)			
	15.b.	Explain the importance of listening Skill.		

SECTION -C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Construct the concept of corporate culture and how it influences organizational success.	K3	CO1
2	17	Analyze the importance of body language and politeness in corporate interactions.	K4	CO2
3	18	Categorize time management techniques in detail also list down to-do lists of every person for managing time.	K4	CO3
4	19	Examine the rules for good writing skills.	K4	CO4
5	20	Interpret about the steps involved in the interview process.	K5	CO5

Z-Z-Z

END