

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**BCom DEGREE EXAMINATION DECEMBER 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 | Which of the following is a benefit of BPO Industry? a) High Operational Cost b) Cost Efficiency c) Low Quality Services d) Limited Growth | K1 | CO1 |
| | 2 | The history of BPO industry in India started mainly due to a) Abundant skilled manpower b) Lack of technology c) Absence of global demand d) Limited communication | K2 | CO1 |
| 2 | 3 | Which of the following represents a key difference between Campus and Corporate? a) Same culture b) Change management c) Identical learning methods d) No need for attitude change | K1 | CO2 |
| | 4 | Body language in corporate environment is associated with a) Dress code only b) Posture and gestures c) Language alone d) None of the above | K2 | CO2 |
| 3 | 5 | Dressing and Grooming in workplace are part of a) Campus lifestyle b) Corporate Etiquettes c) Grammar skills d) Group discussion | K1 | CO3 |
| | 6 | Which of the following is an example of Workplace Etiquette? a) Arriving late b) Respecting colleagues c) Ignoring deadlines d) Talking loudly on phone | K2 | CO3 |
| 4 | 7 | Communication includes a) Only Vocabulary b) Grammar, Phonetics, and Writing Skills c) Only Group Discussion d) Dressing Style | K1 | CO4 |
| | 8 | Reading and Listening comprehension are parts of a) Interview Skills b) Communication c) Time Management d) Grooming | K2 | CO4 |
| 5 | 9 | Group Discussions and Interview skills are part of a) Corporate Etiquettes b) Campus Activities c) Social Conversation d) BPO History | K1 | CO5 |
| | 10 | Which of the following activities develops Presentation Skills? a) Social Conversation b) One-act Plays c) Recitation of Short Stories d) All of the above | 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. | Explain the benefits of the BPO industry in India. | K2 | CO1 |
| | (OR) | | | |
| | 11.b. | Outline the role of TCS in the Indian BPO sector. | | |
| 2 | 12.a. | Apply your understanding to compare the communication styles in campus life and corporate workplaces. How do they differ? | K3 | CO2 |
| | (OR) | | | |
| | 12.b. | Identify the importance of Body Language in Corporate environment. | | |
| 3 | 13.a. | Choose a situation where proper workplace etiquette led to improved corporate culture. | K3 | CO3 |
| | (OR) | | | |
| | 13.b. | Identify the role of Professional competencies in Corporate sector. | | |
| 4 | 14.a. | Analyze the importance of Grammar and Phonetics in Corporate Communication. | K4 | CO4 |
| | (OR) | | | |
| | 14.b. | List the essentials of effective writing. | | |
| 5 | 15.a. | Examine the role of Listening Comprehension in workplace interactions. | K4 | CO5 |
| | (OR) | | | |
| | 15.b. | Compare and contrast the formal and informal conversation skills. | | |

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 | Examine the growth of the BPO industry in India and its global impact. | K4 | CO1 |
| 2 | 17 | Analyze the challenges faced by fresh graduates in adapting to Corporate Culture. | K4 | CO2 |
| 3 | 18 | Discuss in detail the significance of Corporate Etiquettes for organizational success. | K4 | CO3 |
| 4 | 19 | Analyze the effectiveness of verbal vs. non-verbal communication in corporate meetings. Which form has a greater impact on decision making and why? | K4 | CO4 |
| 5 | 20 | Examine the impact of Group Discussions and Interview Skills on employability of students. | K4 | CO5 |

Z-Z-Z END