

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 x 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Explain the benefits of the BPO industry in India. (OR)	K2	CO1
	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? (OR)	K3	CO2
	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. (OR)	K3	CO3
	13.b.	Identify the role of Professional competencies in Corporate sector.		
4	14.a.	Analyze the importance of Grammar and Phonetics in Corporate Communication. (OR)	K4	CO4
	14.b.	List the essentials of effective writing.		
5	15.a.	Examine the role of Listening Comprehension in workplace interactions. (OR)	K4	CO5
	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 x 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