Roll No:

Date: __/__/____

St. Claret College

Autonomous, Bengaluru

UG END SEMESTER EXAMINATION-MAY 2026
B.COM / B.COM TTM/ BBA IV SEMESTER
SSB 425: SOFT SKILLS FOR BUSINESS

32

TIME: 1.5 hours. **MAX. MARKS: 40**

This paper contains TWO printed pages and FOUR parts

Instructions:
1. **Verify and ensure that the question paper is completely printed.**
2. **Any discrepancies or questions about the exam paper must be reported to the COE within 1 hour after the examination.**
3. **Students must check the course title and course code before answering the questions.**

PART-A

Answer all the questions. Each answer carries ONE mark. **[7 x 1 = 7]**

1. Soft skills mainly focus on:
   a) Technical knowledge
   b) Machinery operation
   c) Personal and interpersonal abilities
   d) Software installation

2. Procrastination refers to:
   a) Completing work early
   b) Delaying tasks unnecessarily
   c) Planning tasks effectively
   d) Delegating work

3. Which platform is mainly used for professional networking?
   a) Instagram b) LinkedIn c) Snapchat d) WhatsApp

4. Email etiquette includes:
   a) Writing in capital letters
   b) Using proper subject and formal language
   c) Sending incomplete messages
   d) Ignoring greetings

5. Effective communication requires:
   a) Only speaking
   b) Only writing
   c) Listening and understanding
   d) Ignoring feedback

6. Empathy means:

a) Ignoring others' feelings

b) Understanding and sharing others' feelings

c) Controlling others

d) Giving instructions

7. Emotional intelligence refers to the ability to:

a) Solve mathematical problems

b) Understand and manage emotions

c) Use computer software

d) Operate machines

PART-B

Answer any TWO questions. Each answer carries EIGHT marks. **[2 x 8 = 16]**

8. What is time management? Explain different tools used for time management (digital and manual).
9. What is Personal Branding? Explain its importance in career development.
10. Discuss the methods to overcome stage fear and improve confidence during presentations.

PART-C

Answer any ONE question. Each answer carries TWELVE marks. **[1 x 12 = 12]**

11. Describe the various methods of personal branding and discuss how students can build a strong professional identity portfolio.
12. Explain the concept of Emotional Intelligence and discuss its role in improving workplace relationships.

PART-D

Answer the following question. Answer carries FIVE marks. **[1 x 5 = 5]**

13. Ravi is a second-year commerce student. He has multiple assignments, internal tests, and extracurricular activities. Instead of planning his work, he spends a lot of time on social media and postpones his tasks. He believes he can complete everything at the last minute.

    As deadlines approach, Ravi becomes stressed and anxious. He rushes to complete his assignments, makes mistakes, and submits poor-quality work. He also misses one internal test due to lack of preparation.

    a) Suggest a tittle for the above case.

    b) How did poor time management affect his academic performance?

    c) Suggest any two time management techniques that Ravi can use to improve.

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