

ST. JOSEPH'S COLLEGE (AUTONOMOUS) BENGALURU-27  
MID SEMESTER EXAMINATION- AUGUST 2019  
B.COM - V SEMESTER  
BPS5516: CAMPUS TO CORPORATE

TIME: 1 Hour

MAX. MARKS: 30 Marks

SECTION A

I. Answer any FIVE of the following questions. Each question carries two marks. (5x2=10)

- 1) Define BPS.
- 2) Name any four etiquettes to be followed during a meeting.
- 3) What is meant by Jargon?
- 4) Name any four examples of outsourcing.
- 5) What is meant by anticipatory change?
- 6) What is attitude?
- 7) Name any four rights of shareholders in a company.

SECTION B

II. Answer any TWO of the following questions. Each question carries five marks. (2x5=10)

- 8) Explain the benefits of the BPS industry.
- 9) Write an email applying for internship in the finance department of an organization.
- 10) Briefly explain the elements of learning.

SECTION C

III. Answer the following compulsory question. The question carries ten marks. (1x10=10)

- 11) "Business Process and service is the fastest growing segment of the ITES industry and India is now the world's favored market for BPO companies". Explain in detail the domains of BPS with regard to this statement.

\*\*\*\*\* End of Question Paper \*\*\*\*\*