

QP CODE: 20100131



Reg No :

Name :

BCOM DEGREE (CBCS) EXAMINATION, FEBRUARY 2020

Fifth Semester

B.Com Model III Office Management & Secretarial Practice

Optional Core - CO5OCT07 - OFFICE MANAGEMENT AND ADMINISTRATION

2017 Admission Onwards

D87AC732

Time: 3 Hours

Maximum Marks :80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. Define office functions.
2. Define scientific office management.
3. Write any two Advantages of maintaining Interior Decoration in an Office.
4. What are the reasons for unwanted noises in an Office?
5. What do you mean by Secrecy in an Office?
6. What do you mean by Centralised Typing?
7. What do you mean by Mailing Machines?
8. What is Office system plan?
9. Why office system is important?
10. Explain performance standards.
11. Define Cloud Computing.
12. What is in-sourcing ?

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. Enlist the factors contributing to the growth of office work
14. What are organisation charts? Explain the contents of organisation charts.





15. Write the Advantages and Disadvantages of Private Office.
16. How to prevent accidents in an office environment?
17. What is Record Management? Explain its importance.
18. What is Indexing? What are the Objectives of Indexing?
19. What are the factors to be considered while selecting office machines?
20. Briefly explain the techniques used for work measurement.
21. What qualities do you need to work in hospitality ?

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Bring out the qualities of a good office manager and comment upon the role of office manager.
23. Explain Office accommodation and factors to be considered while selecting an Office Building.
24. Explain Modern Filing system in an Office.
25. How is work simplification a boon to office system and explain its principles and procedures in detail?

(2×15=30)

