



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER – APRIL 2016

BC 5402 - OFFICE MANAGEMENT

Date: 29-04-2016
Time: 01:00-04:00

Dept. No.

Max. : 100 Marks

PART –A

ANSWER ALL THE QUESTIONS

(10 * 2 =20)

1. What is an office?
2. What is departmentation in an office?
3. Write a note on Flow of work.
4. Define office supervisor.
5. What do mean by filing?
6. Distinguish book index and loose-leaf index.
7. What do you mean by office forms?
8. What is mechanization of office work?
9. What are the characteristics of work measurement?
10. Define EDP

PART-B

ANSWER ANY FOUR QUESTIONS

(4 * 10 = 40)

11. “Administrative management is that functions within the organization responsibility for the overall operations of the firm”, Discuss.
12. Explain the importance of providing a good working environment for the office staff.
13. What are the main purposes of indexing?
14. “Forms are the basic tools of all office work “Discuss this statement.
15. Name some important types office furniture found in modern offices.
16. Explain the importance of work measurement as a tool of management control of all office activities difficult to measure.
17. Describe the techniques used for work standard.

PART-C

ANSWER ANY TWO QUESTIONS

(2 * 20 = 40)

18. You are a company secretary. State the point you should take in to consideration when seeking office accommodation.
19. Describe the functions and advantages of some modern office machines.
20. “In filing work, the problem of centralization and decentralization is as important as in any other type of office work”.Discuss
21. What are the various modern file transferring methods through internet?
