

**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

**B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP**

**FIFTH SEMESTER – November 2009**

**BC 5504 - OFFICE MANAGEMENT**

Date & Time: 10/11/2009 / 9:00 - 12:00 Dept. No.

Max. : 100 Marks

**SECTION – A**

**Answer ALL questions**

**(10 x 2 = 20 marks)**

1. Define an office.
2. What is an Office Organisation?
3. What is Office Layout?
4. What do you mean by Office environment?
5. What is mail service?
6. What is internal Communication?
7. What is filing?
8. What do you understand by O & M?
9. Define cost control.
10. What is primary source of data?

**SECTION – B**

**Answer any FIVE questions**

**(5 x 8 = 40 marks)**

11. Explain the basic principles of Organisation?
12. What are the advantages of Office Manuals?
13. Discuss the factors to be considered in the selection of an office accommodation?
14. What are the different methods and mechanical devices of oral communication?
15. Explain the common barriers to effective communication?
16. What are the essentials of good filing systems?
17. What is Electronic Computers? What are the Components parts of an electronic Computer?
18. Write short notes on (a) EDP (b) IDP

**SECTION – C**

**Answer any TWO questions**

**(2 x 20 = 40 marks)**

19. Explain briefly the functions of modern office?
20. Discuss the various types of machines and equipments?
21. What is an open office? Discuss the merits and demerits of an open office?

