

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



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

**FIFTH SEMESTER – NOVEMBER 2018**

**BC 5402 – OFFICE MANAGEMENT**

Date: 30-10-2018

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

**Section A**

**Answer ALL the questions**

**(10x2=20 Marks)**

1. Define office.
2. Give any two qualification of an office manager.
3. Define flow of work.
4. What is indexing?
5. Expand the term- IDP, WAN.
6. Define automation.
7. What is office layout?
8. Define centralization.
9. Define the term filing.
10. What is meant by record management?

**Section B**

**Answer any FOUR questions**

**(4x10= 40 Marks)**

11. What are the functions of an office?
12. Briefly explain the importance of supervision.
13. What are the principles of office layout?
14. State the important significance of record management.
15. What are the various classifications and arrangements of files?
16. Explain the technique used for work measurement.
17. State the concept of HTTP and EDP.

**Section C**

**Answer any TWO Questions**

**(2x20=40 Marks)**

18. Discuss the Qualities of office manager.
19. Explain the necessity of office planning and work simplification.
20. What are the techniques and devices are used in modern data communication?-Explain.
21. Elucidate in detail about peaceful working environment.

\$\$\$\$\$\$\$\$