

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

B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER – APRIL 2010

**BC 5504/CR 6601 - OFFICE MANAGEMENT**

Date & Time: 29/04/2010 / 1:00 - 4:00 Dept. No.

Max. : 100 Marks

**SECTION-A**

**Answer ALL questions**

**(10X2=20 marks)**

1. What is meant by Office management?
2. Explain the meaning of Office.
3. Explain any two effects of noise.
4. Define the term "Record Maintenance".
5. State the techniques of Cost Reduction.
6. What is meant by Office reports.
7. Explain any two objectives of Office layout.
8. What is meant by the term "Mail".
9. What is editing of data?
10. Define the term "Work Improvement".

**SECTION-B**

**Answer any FIVE questions**

**(5X8=40 marks)**

11. Explain the functions of Office management.
12. Explain the principles of Office Systems.
13. Explain the functions, duties and responsibilities of Office supervisor.
14. What is Budgetary Control? Explain its merits and demerits.
15. Explain the factors affecting Office location.
16. Explain the types of Reports.
17. Explain the types of Office machines.
18. Explain the Barriers to Communication.

**SECTION-C**

**Answer any TWO Questions**

**(2X20=40 marks)**

19. Describe the Importance of Office Equipment with suitable example.
20. What is O&M Approach and explain its objectives?
21. What are the components of an electronic Computer?  
Explain the functions and uses of a Computer.

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