



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION - CORPORATE SECRETARYSHIP

FIFTH SEMESTER – NOVEMBER 2015

BC 5402 - OFFICE MANAGEMENT

Date : 13/11/2015
Time : 09:00-12:00

Dept. No.

Max. : 100 Marks

PART – A

Answer **ALL** the questions:

(10 x 2 =20 marks)

1. Define Office management.
2. What are the qualifications of an office manager?
3. What are the needs of office systems?
4. What are the steps in system designs?
5. What do you mean by flow of work?
6. Write a note on Work simplification.
7. What is work measurement?
8. What do you mean by setting standard?
9. Give a note on HTTP.
10. How can you design an office form?

PART – B

Answer any **FOUR** of the following:

(4 x 10 = 40 marks)

11. What are the basic functions of the office?
12. Explain the major processes of office management.
13. Explain office inter related with other departments.
14. What are the characteristics of a well-designed system?
15. Explain the principles of office layout.
16. Explain Data processing with its various types.
17. What are the various classifications and arrangements of files?

PART – C

Answer any **TWO** questions:

(2 x 20 = 40 marks)

18. Explain in detail about peaceful working environment.
19. Elucidate office automation and machines.
20. Explain the techniques of work measurement and setting standards.
21. What are the techniques and devices used in modern data communication?

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