



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER – NOVEMBER 2016

BC 5402 – OFFICE MANAGEMENT

Date: 11-11-2016

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

SECTION -A

ANSWER ALL THE QUESTIONS

(10*2=20 marks)

1. Define Office Management.
2. Define Working environment.
3. What is the meaning of the term “Flow of work”?
4. What do you understand by an Open Office?
5. Define Office Systems.
6. Define Work Measurement.
7. What is supervision?
8. Define Filing.
9. Define Office Layout.
10. What do you mean by Record Management?

SECTION –B

ANSWER ANY FOUR QUESTIONS

(4*10=40 marks)

11. Write a note on a) Office Systems b) Office Procedures.
12. What is the relationship of office with other departments in a business firm?
13. Write a note on a) Wide Area Network b) Hypertext Transfer Protocol (HTTP).
14. What are the characteristics of an efficient filing system?
15. "Layout is very important for office operations". Explain.
16. Discuss the impact of noise in relation to clerical work and the ways in which it can be reduced.
17. Briefly explain the techniques used for Work Measurement.

SECTION –C

ANSWER ANY TWO QUESTIONS

(2*20=40 marks)

18. “The main function of the Office supervisor is to get things done by motivating the office workers”. Explain in detail.
19. “Office work is concerned with records and statistics, with computing with planning and scheduling”. In the light of this statement, discuss the administrative management functions of an office.
20. Define Office Layout. List out its objectives and principles of an Office Layout.
21. Define filing. Elaborate the different methods of filing.
