

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2024

ALTERNATIVE SUBJECT FOR TYPEWRITING

OFFICE MANAGEMENT

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 Who is responsible for office management?  
(i) Receptionist (ii) Managing director  
(iii) Office manager (iv) Chief executive officer
- 2 Office layout is important for a business because  
(i) It increases efficiency (ii) It enhances the utilization  
(iii) It facilitates supervision (iv) All of the above
- 3 The qualities required to be possessed by an office manager are  
(i) Education and Training (ii) Experience  
(iii) Leadership (iv) All of the above
- 4 \_\_\_\_\_ may be defined as the process of arranging and storing records, so that they could be located, whenever required.  
(i) indexing (ii) filing  
(iii) noting (iv) none of these
- 5 \_\_\_\_\_ are used commonly for issuing instructions to the staff.  
(i) Memos (ii) Office notes  
(iii) Office orders (iv) Circulars

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a. What are the elements of office management?  
OR  
b. List out any three characteristics of an organization.
- 7 a. What do you mean by Re-layout in office?  
OR  
b. Discuss briefly office lighting.
- 8 a. Discuss any three important office forms.  
OR  
b. What do you understand by system analysis in office management?
- 9 a. What are the essentials of filing?  
OR  
b. What is indexing? How it is used in the office?
- 10 a. Discuss the process of office communication.  
OR  
b. What is budgetary control?

Cont...

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11 a. Explain the functions and importance of office management.

OR

b. What are the different principles of an organization?

12 a. Discuss the new trends in office layout.

OR

b. Explain the principles of office accommodation.

13 a. Discuss in detail the role of the office manager.

OR

b. Differentiate centralization and decentralization.

14 a. Explain the modern techniques of maintenance of records.

OR

b. Discuss the importance of filing and what are the modern filing devices.

15 a. Explain the importance and characteristics of communication.

OR

b. Discuss in detail the barriers in communication.

Z-Z-Z

END