

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2025  
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 states that "An office is to a business what the mainspring is to a watch"?  
(i) Allen (ii) Milton  
(iii) George R. Terry (iv) Prof. Dicsee
2. Which of the following is the arrangement of equipment within the available floor space ?  
(i) Open Office (ii) Office Layout  
(iii) Office Manual (iv) Office System
3. Which is the other name for Office Procedures?  
(i) Office Stationary (ii) Office Manual  
(iii) Office Routines (iv) Office Layout
4. Mention the classification, if the sales records maintained on the basis of district - wise.  
(i) Subject Classification (ii) Chronological Classification  
(iii) Numerical Classification (iv) Geographical Classification
5. Identify the communication between the employees of the same department.  
(i) Oral Communication (ii) Inter – departmental Communication  
(iii) Writtern Communication (iv) Intra – departmental Communication

**SECTION - B (15 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a Summarise the importance of an office.  
OR  
b State the benefits which an organization is expected to get from the decentralization of control.
- 7 a Outline the factors will you consider to choose an office location.  
OR  
b Narrate Office lighting as an important activity.
- 8 a Explain the common difficulties in getting the ideal Fow of Work.  
OR  
b Describe the various steps that may be taken for the control of Office Forms.

Cont...

- 9 a State the purpose of Record Management.  
OR  
b Describe the procedures to be followed in Record Retention.
- 10 a Summarise the classification of Office Correspondence.  
OR  
b. Explain the devices which may be profitably used in the mailing department.

**SECTION -C (30 Marks)**

Answer any **Three** questions

**ALL** questions carry **EQUAL** Marks (3 x 10 = 30)

- 11 Enumerate the functions of a Modern Office .
- 12 Explain the term "Office Safety". Also state the factors which cause accidents in office.
- 13 Discuss the factors would you take into account in deciding whether to go in for labour saving devices for your office .
- 14 Heihhlight the characteristics of a good Filing System.
- 15 Enumerate the procedures for handling outward mail.

Z-Z-Z

END