

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2017

ALTERNATIVE SUBJECT FOR TYPEWRITING

OFFICE MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks!)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10 x 2 = 20)

1. Define office
2. What is meant by office management?
3. Define office layout?
4. Write any two advantages of office machines
5. Define system.
6. What is meant by flow chart?
7. Define records
8. Write any two modern methods of filing
9. Write any two barriers to overcome the barriers
10. What is meant by pin code?

SECTION - B (25 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks (5 x 5=25)

11. a. Discuss the functions of an office?
OR
b. What is meant by modern office management? What are its main characteristics?
12. a. What is office mechanization? What are its objectives and limitations?
OR
b. What are the factors to be considered for right type of office accommodation?
13. a. What are the essentials of good office system?
OR
b. Elaborate the problems in the ideal flow of work
14. a. Why is filing of records important?
OR
b. Discuss about the advantages of filing
15. a. What are the basic principles of communication?
OR
b. What are the features of good business letter?

SECTION - C (30 Marks)

Answer **Any THREE** questions

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

16. Discuss the principles of office organization.
17. Briefly explain the usefulness of the following in office administration:
a) Duplicating machines (b) Electronic computer (c) Calculating machines
18. Discuss the importance and limitations of office system
19. Discuss briefly about the qualities of good filing system
20. Discuss briefly about the recent advances in the means of communication