



**QP CODE: 20100496**

**Reg No** : .....

**Name** : .....

**BA DEGREE (CBCS) EXAMINATION, MARCH 2020**

**Sixth Semester**

B.A English Literature and Communication Studies Model III (Double Main)

**Core course - EN6CRT05 - OFFICE ADMINISTRATION AND HUMAN RESOURCE  
MANAGEMENT**

2017 Admission Onwards

841250FC

Time: 3 Hours

Maximum Marks: 80

**Part A**

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What do you mean by office management ?
2. What do you mean by 'Communication in an office'?
3. State any four functions of office manager.
4. State any two qualities of an office manager.
5. Explain the meaning of the term "Office accommodation".
6. Explain the concept of 'Closed office'.
7. State any two advantages of Closed office.
8. State any two disadvantages of Closed office.
9. State any two duties of a HR Manager.
10. What is the best method of Induction training ?
11. What is meant by 'HR development'?
12. What should be the best policy towards grievances ?

(10×2=20)



### **Part B**

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. Explain the term "Office System".
14. Differentiate between Centralized and Decentralised office.
15. What do you mean by departmentation?
16. Write a brief note on the location of the office building.
17. Explain the merits of office manual.
18. Explain any four activities to be performed by modern office.
19. What do you understand by human resource management? Why it is needed ?
20. Discuss the various sources of recruitment.
21. What is meant by discipline ? What are its aims and objectives ?

(6×5=30)

### **Part C**

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Explain in detail the functions of modern office.
23. Define office layout and also discuss the principles of office layout.
24. Explain in brief the steps involved in selection procedure.
25. What is the purpose of induction training ? Briefly state the contents of an Induction programme.

(2×15=30)

