



QP CODE: 25020666



25020666

Reg No : .....

Name : .....

**B.A DEGREE (CBCS) REGULAR / REAPPEARANCE / MERCY CHANCE  
EXAMINATIONS, FEBRUARY 2025**

**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

55D9A8F1

Time: 3 Hours

Max. Marks : 80

**Part A**

*Answer any **ten** questions.*

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

1. What do you mean by office management?
2. What is the importance of Interpersonal skills in an office?
3. State any two disadvantages of Centralization of office function.
4. Name any four duties of office manager.
5. Describe the term 'office accomodation'.
6. Explain the concept of 'Closed office'.
7. State any two advantages of Open Office.
8. State any two disadvantages of Open office.
9. What do you understand by human resource management?
10. What are the important aspects of recruitment ?
11. What is the importance of Induction in HR development ?
12. What is career planning?

(10×2=20)

**Part B**

*Answer any **six** questions.*

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





13. Explain the term "Office System".
14. What do you mean by departmentation?
15. What are the secretarial services of an office manager?
16. What is meant by "working condition " in an office ?
17. Explain the merits of office manual.
18. Explain any four activities to be performed by modern office.
19. Explain Job Analysis.
20. Explain the procedure for removal of grievances.
21. What is indiscipline? Discuss various acts of indiscipline.

(6×5=30)

**Part C**

*Answer any **two** questions.*

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

22. Explain in detail the functions of modern office.
23. "Layout is very important for office operations". Explain.
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)

