



QP CODE: 24000908

Reg No :

Name :

B.A DEGREE (CBCS) REGULAR / REAPPEARANCE EXAMINATIONS, MARCH 2024

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

D8873B31

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

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

1. Define 'Office'.
2. Name any two office equipments.
3. What is the importance of Interpersonal skills in an office?
4. Name any four duties of office manager.
5. Describe the term 'office accomodation'.
6. Explain the concept of 'Open office'.
7. State any two advantages of Open Office.
8. State any two disadvantages of Open office.
9. State any two duties of an HR Manager.
10. What is the importance of Selection?
11. What are the causes of grievances?
12. What do you mean by 'stress' in job?

(10×2=20)



Part B

*Answer any **six** questions.*

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

13. Differentiate between Centralized and Decentralised office.
14. Explain the advantages of Decentralised office.
15. Explain the qualities of an office manager.
16. Write a brief note on the location of the office building.
17. Write note on office machines.
18. "The office is a co-ordinating factor". Explain.
19. What do you understand by human resource management? Why it is needed?
20. Explain briefly the process of recruitment.
21. What methods are available for induction training.?

(6×5=30)

Part C

*Answer any **two** questions.*

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

22. Write an essay on 'the functions of modern office'.
23. Define office layout and also discuss the principles of office layout.
24. What is the purpose of induction training? Briefly state the contents of an Induction programme.
25. Explain why performance management is important in accomplishing organizational goals.

(2×15=30)

