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G. VENKATASWAMY NAIDU COLLEGE (AUTONOMOUS), KOVILPATTI – 628 502.



UG DEGREE END SEMESTER EXAMINATIONS - NOVEMBER 2024.

(For those admitted in June 2021 and later)

PROGRAMME AND BRANCH: B.COM.,

SEM	CATEGORY	COMPONENT	COURSE CODE	COURSE TITLE
VI	PART - III	CORE ELECTIVE	U21CO6E3A	SECRETARIAL PRACTICE AND OFFICE MANAGEMENT

Date & Session: 09.11.2024 / AN

Time : 3 hours

Maximum: 75 Marks

Course Outcome	Bloom's K-level	Q. No.	SECTION - A (10 X 1 = 10 Marks) Answer <u>ALL</u> Questions.
CO1	K1	1.	The back bone of any organisation is. a) information b) employee c) management d) capital
CO1	K2	2.	The main purpose of an office is to. a) collect & distribute information b) do essential business c) collect money d) communicate with people
CO2	K1	3.	Which of the following is the primary purpose of filing? a) To store information temporarily b) To organise & retrieve documents easily c) To delete outdated information d) To protect documents
CO2	K2	4.	What does a cross reference in a filing system? a) It links related files together b) It makes files harder to find c) It replaces old documents d) It delete files
CO3	K1	5.	Which of the following devices is primarily used for storing and backing up digital data? a) Printer b) Scanner c) External hard drive d) Fax machine
CO3	K2	6.	Which of the following is a common use of a photocopier machine in an office? a) Sending e-mails b) Making duplicate of documents c) Printing photos d) Scanning documents
CO4	K1	7.	Which of the following is not typically considered a type of office record? a) Financial statements b) Employee pay roll record c) Job application form d) Daily attendance logs
CO4	K2	8.	Which of the following should be kept for future reference? a) Agenda b) Leave application c) Visitor's book d) Monthly financial report
CO5	K1	9.	What kind of arrangements does a personal secretary usually handle? a) Office maintenance b) Travel & Meeting arrangements c) Staff training programs d) Create company advertisements
CO5	K2	10.	What does a personal secretary often do? a) Write press releases b) Conduct employee performance c) handling customer compliants d) Schedule meeting and appointments

Course Outcome	Bloom's K-level	Q. No.	SECTION – B (5 X 5 = 25 Marks) Answer ALL Questions choosing either (a) or (b)
CO1	K3	11a.	Explain the functions of office. (OR)
CO1	K3	11b.	Discover the elements of office management.
CO2	K3	12a.	Describe the significance of filing. (OR)
CO2	K3	12b.	Narrate the need for filing.
CO3	K4	13a.	Explore the various types of records in a business organisation. (OR)
CO3	K4	13b.	Determine the advantages of office forms.
CO4	K4	14a.	Discuss the various kinds of office mechanics. (OR)
CO4	K4	14b.	Examine the benefits of office mechanisation.
CO5	K5	15a.	Draft the agenda for a formal meeting. (OR)
CO5	K5	15b.	Categorise qualification of a personal secretary.

Course Outcome	Bloom's K-level	Q. No.	SECTION – C (5 X 8 = 40 Marks) Answer ALL Questions choosing either (a) or (b)
CO1	K3	16a.	Explain the various types of office. (OR)
CO1	K3	16b.	Describe the duties of an office manager.
CO2	K4	17a.	Discover the various methods of indexing used in a business organisation. (OR)
CO2	K4	17b.	Categorise the essential requirements of a good filing system.
CO3	K4	18a.	Analyse the different principle of office forms. (OR)
CO3	K4	18b.	“Office forms play an indispensable role in management of various administrative tasks” – Explain.
CO4	K5	19a.	Discuss the various advantages and disadvantages of office automation. (OR)
CO4	K5	19b.	Illustrate the importance of office automation.
CO5	K5	20a.	Categorise the duties of a personal secretary. (OR)
CO5	K5	20b.	Examine the responsibilities of a personal secretary.