

B. A. DEGREE (C.B.C.S.S) EXAMINATION, MARCH 2018
(2015 Admission Regular)
SEMESTER VI - CORE (COMMUNICATIVE ENGLISH)
CE6BI8TB - OFFICE ADMINISTRATION & HR MANAGEMENT

Time : 3 Hours

Maximum Marks : 80

Part A

I. Answer all the questions, in not more than two/three sentences. Each question carries 1 mark. (6x1=6)

1. Office management.
2. Interior decoration
3. Office layout
4. What is demand forecasting in human resource management?
5. Define personnel management
6. What is transfer?

Part B

II. Answer any seven of the following questions in three/four sentences. Each question carries 2 marks. (7x2=14)

7. Decentralization
8. What is authority?
9. Advantages of leased building
10. What factors affect the choice of office location?
11. Internal noise
12. Write two managerial functions of human resource management.
13. What is employee turnover?
14. Define knowledge worker.
15. What is the difference between promotion and upgrading?
16. Define employment interview.

Part C

III. Answer any five of the following questions in a short paragraph. Each question carries 6 marks. (5x6=30)

17. The role of planning in relation to the office function
18. Types of written external communication
19. Briefly explain the steps involved in planning an office layout
20. Why should there be emphasis on cleanliness in the office? How would you ensure cleanliness in the office?
21. How does Elton Mayo describe the nature of human factor at work?
22. Distinguish between knowledge and wisdom worker.
23. Write about McClelland's Theory of Motivation.
24. What are the factors to be taken into consideration while framing the transfer and promotion policy?

Part D

IV. Answer any two of the following questions in about 300 words. Each question carries 15 marks. (2x15=30)

25. Discuss the different methods of written communication. Which method of written inter-communication would you recommend for large bank with a number of branches all of the country?
26. What is office layout? What is its importance? What are its objectives?
27. Explain the functions of human resource management.
28. Discuss the various grievance procedures.