

TB206340W

Reg. No : .....

Name : .....

**B. A. DEGREE (C.B.C.S.) EXAMINATION, MARCH 2023**  
**(2020 Admission Regular, 2019, 2018 Admissions Supplementary)**  
**SEMESTER VI - CORE COURSE (ENGLISH LITERATURE AND COMMUNICATION STUDIES)**  
**CE6B22B18 - OFFICE ADMINISTRATION AND HUMAN RESOURCE MANAGEMENT**

Time : 3 Hours

Maximum Marks : 80

**Part A**

**I. Answer any Ten questions. Each question carries 2 marks**

**(10x2=20)**

1. Define delegation.
2. List the four different areas of activities of an office.
3. List any four functions of an office manager.
4. Recall decentralisation.
5. List any four disadvantages of suburban location.
6. List any two characteristics of organisation in an office.
7. Define 'complex man'.
8. According to Elton Mayo, explain the concept of 'social man'.
9. State the definition of manpower planning.
10. Explain absenteeism.
11. Distinguish between promotion and upgrading.
12. State the meaning of performance appraisal.

**Part B**

**II. Answer any Six questions. Each question carries 5 marks**

**(6x5=30)**

13. Explain the principles of organising in an office.
14. Explain the functions of an office manager.
15. Induction is referred to as a socialisation process. Discuss.
16. Distinguish between open office and private office.
17. Explain the principles to be kept in mind while deciding office accommodation.
18. Differentiate between human resource management and personnel management.
19. Describe the factors involved in supply forecasting in manpower planning.
20. Write about McClelland's Theory of Motivation.
21. Enumerate the essentials of a good grievance procedure.

**Part C**

**III. Answer any Two questions. Each question carries 15 marks**

**(2x15=30)**

22. Distinguish between centralisation and decentralisation by giving the advantages and disadvantages of it.
23. Explain the important principles and factors to be kept in mind while deciding the location of an office.
24. Describe the determinants of job satisfaction in an organisation.
25. Elucidate the procedure involved in selecting an employee by an organisation.