

TB246757N

Reg. No :

Name :

BACHELOR'S DEGREE (C.B.C.S) EXAMINATION, MARCH 2024

2021 ADMISSIONS REGULAR

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)

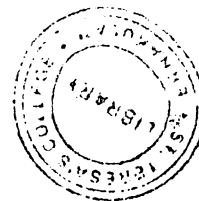
1. Describe office administration.
2. List any four disadvantages of decentralisation.
3. State the function of the production department in an office.
4. Mention the advantages of using partitions in an office.
5. List any four principles to be kept in mind while deciding the location of departments within an office.
6. Recall open office.
7. Define human resource management.
8. State the advantage of internal supply of human resources in manpower planning.
9. Explain absenteeism.
10. According to Elton Mayo, explain the concept of 'social man'.
11. Explain the term demotion.
12. List the traditional methods 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 need of decentralisation in an office.
15. Enumerate the basic functions of an office.
16. Explain the principles to be kept in mind while deciding office accommodation.
17. Distinguish between open office and private office.
18. Describe the nature of the human factor at work, according to Elton Mayo.
19. Enumerate the significance of manpower planning in human resource management.
20. Differentiate between recruitment and selection.
21. Write about McClelland's Theory of Motivation.



Part C

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

(2x15=30)

22. Write an essay on the functions and qualities of an office manager.
23. Explain the Principles and factors of an office layout.
24. Describe the determinants of job satisfaction in an organisation.
25. Elucidate the procedure involved in selecting an employee by an organisation.