

**TB146370A**

**Reg. No.....**

**Name.....**

**B. A. DEGREE (C.B.C.S.S.) EXAMINATION, MARCH 2017**

**SEMESTER VI - COMMUNICATIVE ENGLISH**

**CE60AHR - OFFICE ADMINISTRATION AND HUMAN RESOURCE**

**MANAGEMENT**

**Time: Three Hours**

**Maximum Marks: 80**

**PART A**

**I. Write short notes on all questions. Each question carries 1 mark.**

1. Centralized office .
2. Morale.
3. Office Manuel.
4. Communication.
5. Office layout.
6. Resume.
7. Paperless office.
8. Campus selection.
9. Job forecasting.
10. HRM.

**(10x1=10)**

**PART B**

**II. Write a brief account on any eight questions. Each question carries 2 marks.**

11. Virtual office.
12. Communication barriers.
13. Grievance procedure.
14. Define personnel.
15. Qualities of office manger.
16. Advantages of decentralized office.
17. Difference between wage and salary.
18. Explain motivation and morale.
19. Performance appraisal.
20. Office environment.
21. Maslow's theory.
22. Job enrichment.

**(8x2=16)**

**PART C**

**III. Explain any six of the following. Each question carries 4 marks.**

23. Purpose of office.
24. Scope of HR.

25. Role of HR managers.
26. Steps in manpower planning.
27. Qualities of office manager.
28. Open Vs Closed office.
29. Explain various objectives of performance appraisal.
30. Recruitment Vs Selection.
31. Common faults of office managers.

**(6x4=24)**

#### **PART D**

#### **IV. Answer any two questions. Each question carries 15 marks.**

32. Explain the purpose and functions of an office.
33. Discuss various types of layout with its advantages and disadvantages.
34. Define HR and explain its importance.
35. Explain recruitment and steps in selection process.

**(2x15=30)**