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



UG DEGREE END SEMESTER EXAMINATIONS - APRIL 2025.

(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: 02.05.2025/FN

Time : 3 hours

Maximum: 75 Marks

Course Outcome	Bloom's K-level	Q. No.	<p>SECTION – A (10 X 1 = 10 Marks) Answer <u>ALL</u> Questions.</p>
CO1	K1	1.	<p>A virtual office primarily allows employees to:</p> <p>a) Work only in designated office spaces b) Work remotely while maintaining communication c) Have physical office space without employees d) Only conduct virtual meetings</p>
CO1	K2	2.	<p>2. One of the primary duties of an office manager is to:</p> <p>a) Conduct market analysis b) Oversee the office staff and daily operations c) Handle external audits d) Create product designs</p>
CO2	K1	3.	<p>Which of the following is NOT essential to a good filing system?</p> <p>a) Simplicity b) Complexity c) Security d) Accessibility</p>
CO2	K2	4.	<p>What is a major disadvantage of a centralized filing system?</p> <p>a) Reduced redundancy b) Easier access for all departments c) Risk of losing all files if the central location is compromised d) Consistent filing procedures.</p>
CO3	K1	5.	<p>What is one of the advantages of form controls?</p> <p>a) They allow for subjective interpretation of data b) They increase the chances of errors c) They make audits more complicated d) They standardize data entry processes</p>
CO3	K2	6.	<p>Which of the following principles to consider when designing forms?</p> <p>a) Use of complicated jargon and technical terms b) Keeping the form as lengthy as possible c) Clarity and simplicity of language d) Including as many fields as possible</p>

CO4	K1	7.	Which of the following is a benefit of using email in an office? a) Ability to communicate with anyone worldwide instantly b) Increased delivery time for messages c) Higher costs compared to traditional mail d) Limited storage for messages
CO4	K2	8.	Which modern technology allows for real-time face-to-face communication over the Internet? a) Video conferencing b) Webcasting c) Email d) Audio recordings
CO5	K1	9.	What does the term 'agenda' refer to in the context of meetings? a) A summary of past meetings b) A list of topics to be discussed in an upcoming meeting c) A financial statement d) A document outlining employee roles
CO5	K2	10.	What role does a personal secretary play in an executive's workflow? a) They manage all company finances b) They are responsible for customer service c) They oversee the hiring of new employees d) They enhance productivity by organizing tasks and schedules
Course Outcome	Bloom's K-level	Q. No.	SECTION – B (5 X 5 = 25 Marks) Answer <u>ALL</u> Questions choosing either (a) or (b)
CO1	K3	11a.	Construct a comparison table to differentiate between back office and front office functions.
CO1	K3	11b.	(OR) Estimate the impact of an efficient office manager on the overall productivity of an organization.
CO2	K3	12a.	Identify the benefits of centralized and decentralized filing systems in managing business records.
CO2	K3	12b.	(OR) Determine the necessity of indexing in document management and its impact on accessibility.
CO3	K4	13a.	Categorize the types of records maintained in a business organization and explain their significance.
CO3	K4	13b.	(OR) Illustrate the benefits of implementing form controls in an organization.
CO4	K4	14a.	Examine the advantages of implementing office mechanization in an organization.
CO4	K4	14b.	(OR) Analyze the impact of the Internet on office communication and collaboration.

CO5	K5	15a.	Evaluate the impact of time management skills on the productivity of a personal secretary.
CO5	K5	15b.	(OR) Assess the importance of professionalism in email communication.

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.	Identify the various functions of an office and analyse their significance in business operations.
CO1	K3	16b.	(OR) Determine the elements of office management and their role in ensuring effective office operations.
CO2	K4	17a.	Analyze the essentials of a good filing system and how each element contributes to effective document management.
CO2	K4	17b.	(OR) Illustrate the various types of indexing methods used in business organizations, providing examples of when each might be most effective
CO3	K4	18a.	Analyze the principle of clarity in form design and explain its importance with relevant examples.
CO3	K4	18b.	(OR) Examine the importance of office record management in a business organization and its role in compliance and decision-making.
CO4	K5	19a.	Evaluate the implications of using modern communication technologies on organizational communication efficiency and employee engagement.
CO4	K5	19b.	(OR) Interpret the factors that determine the level of office mechanization suitable for a business
CO5	K5	20a.	Assess the various duties and responsibilities of a personal secretary and their impact on organizational efficiency.
CO5	K5	20b.	(OR) Evaluate strategies for maintaining an efficient appointment diary that enhances the productivity of executives.