

**B.A. DEGREE (C.B.C.S.S.) EXAMINATION, MARCH 2017****Sixth Semester****B.A. English Literature and Communication Studies (Two Main)****Core Course—OFFICE ADMINISTRATION AND HUMAN RESOURCE MANAGEMENT****(2013 Admission onwards)****Time : Three Hours****Maximum Marks : 80****Part A***Answer all the questions in a sentence each.**Each question carries 1 mark.*

1. Explain the meaning of the term "Office accommodation".
2. State any two disadvantages of centralisation of Office function.
3. What do you mean by office management ?
4. What are the duties of an office manager ?
5. Name any two office equipments.
6. Define Personnel Management.
7. What is job evaluation ?
8. What is job rotation ?
9. Define Selection.
10. What is meant by employee grievance ?

**(10 × 1 = 10)****Part B***Answer any eight questions in two or three sentences each.**Each question carries 2 marks.*

11. Explain the meaning of span of control.
12. Write a brief note on location of the office building.
13. State any four objectives of office layout.
14. What is meant by office manuals ?
15. What are the essentials of a good filing system ?
16. What are the advantages of horizontal filing ?
17. "Personnel management and human resource management is similar." Explain.

**Turn over**

18. Explain the characteristics of a job description.
19. List out the external factors affecting recruitment.
20. Write a short note on critical incident appraisal.
21. Write a short note on TQM.
22. Discuss the need for a code of discipline.

(8 × 2 = 16)

### Part C

*Answer any six questions in a short paragraph of not more than 50 words each.  
Each question carries 4 marks.*

23. Differentiate between Centralised and Decentralised office.
24. Explain the features of different types of indexing.
25. Write a note on office machines.
26. Explain the qualities of an office manager.
27. "HRM is the central subsystem of an organisation." Explain.
28. "HR planning serves as a guide to the management of human resource." Explain.
29. What do you understand by placement ? Describe its significance.
30. What is performance appraisal ? Describe its objectives.
31. "Grievance means discontent in connection with one's employment." Do you agree ? Comment.

(6 × 4 = 24)

### Part D

*Answer any two questions not exceeding 300 words each.  
Each question carries 15 marks.*

32. Define office layout and also discuss the principles of office layout.
33. "A Personnel manager is a change agent in the organisation." Elucidate.
34. Explain in brief the steps involved in selection procedure.
35. How can performance appraisal be made more effective ? Discuss.

(2 × 15 = 30)