

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI-86
(For candidates admitted during the academic year 2019 – 2020 and thereafter)
SUBJECT CODE: 19VB/VA/OM15
B.VOV (BFSI) DEGREE EXAMINATION - NOVEMBER 2021
VOCATIONAL - BANKING, FINANCIAL SERVICES AND INSURANCE
FIRST SEMESTER

COURSE : MAJOR CORE

PAPER : OFFICE MANAGEMENT AND PRACTICES

TIME : 3 HOURS

MAX.MARKS: 100

SECTION - A

Answer All the Questions

(7x4=28)

1. State the meaning of Office Management.
2. How do they use an Index in an office?
3. Write a note on Terminal Digital System.
4. What is the purpose of having Office forms?
5. List out the different types of Records.
6. What is the need for safety in office?
7. Mention the common office activities of an organisation.

SECTION – B

Answer Any TWO Questions:

(2x16=32)

8. What is a Paperless Office? Explain the advantages of a Paperless Office.
9. Explain the essentials of good Indexing System.
10. What is Forms Control? What are the steps in Forms Control?

Section - C

Answer any ONE question:

(1x40=40)

11. a. Define Filing. (5marks)
b. What is meant by Centralized and Decentralized filing? (15marks)
c. Discuss the advantages and disadvantages of Centralized Filing. (20marks)
12. a. What is Mechanisation? (5marks)
b. State the objectives of Mechanisation. (15marks)
c. What factors to be considered in selecting Office Machines? Explain. (20marks)
