

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**  
**(For candidates admitted during the academic year 2015-16 and thereafter)**

**SUBJECT CODE: 15CM/ME/OM55**

**B.Com. DEGREE EXAMINATION APRIL 2019**  
**COMMERCE**  
**SIXTH SEMESTER**

**COURSE : MAJOR – ELECTIVE**  
**PAPER : OFFICE ORGANISATION AND MANAGEMENT**  
**TIME : 3 HOURS** **MAX. MARKS: 100**

**Section A**

**Answer ALL the questions.** **(10 x 2 = 20)**

1. What do you mean by the term Office?
2. Define Decentralization.
3. Write the three office activities and its purpose.
4. What do you mean by informal organization?
5. Write any two importance of office environment.
6. What are the benefits of good lighting in the office?
7. What do you mean by office layout?
8. State the importance of space management.
9. Write short note on PABX and PBX system.
10. What are the uses of Pay roll Machines?

**Section B**

**Answer Any FIVE questions.** **(5 x 8 = 40)**

11. Explain the function of Office.
12. Give the elements of Office Management.
13. Explain the nature of Office Environment.
14. What are the factors to be considered for location of an Office?
15. Explain the new trends in Office layout.
16. Explain the role of computers in Modern Office working.
17. Discuss the types of verbal and non-verbal Communication.

**Section C**

**Answer Any TWO questions.** **(2 x 20 = 40)**

18. Explain the factors that affect the degree of decentralisation of authority in the office.
19. Discuss the importance of an office layout, lighting and Ventilation from the point of view of the efficiency of work .
20. Explain listening acts as an aid to communication.
21. Explain the function and duties of office Manager.

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