

B.A. DEGREE (C.B.C.S.S.) EXAMINATION, MARCH 2015**Sixth Semester**

B.A. English Literature and Communication Studies (Two Main)

Core Course—OFFICE ADMINISTRATION AND HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum Weight : 25

Part A*Answer all questions.**Each bunch of four questions carries a weight of 1.*

- I. 1 ——— is a man who gets things done by working with people and other resources to achieve the objectives.
- (a) Owner. (b) Accountant.
(c) Manager. (d) Employee.
- 2 Which of the following is not a characteristic feature of a office manager ?
- (a) Recruiter and trainer. (b) Morale officer.
(c) Public relations man. (d) None of these.
- 3 Organisation can be broadly classified into :
- (a) Line Organisation. (b) Line and Staff.
(c) Both (a) and (b). (d) None of these.
- 4 Which of the following is not a limitation of office systems ?
- (a) Strict adherence. (b) Cost.
(c) Integration. (d) Better speed.
- II. 5 Different physical conditions for plant layout includes :
- (a) Lighting. (b) Ventilation.
(c) Both. (d) None of these.
- 6 Recruitment is a ——— process.
- (a) Positive. (b) Negative.
(c) Neutral. (d) None.

- 7 Training imparted to a new employee to induct him into new social setting of his work is called :
- (a) Orientation training.
 - (b) Job training.
 - (c) Corrective training.
 - (d) Promotional training.
- 8 The primary goal of HRM is to :
- (a) Facilitate organisational performance.
 - (b) Influence internal constituencies.
 - (c) Eliminate non-automated operative positions.
- III. 9 Intelligence test measures :
- (a) Overall intelligence.
 - (b) Training expertise.
 - (c) Personality traits.
 - (d) None of these.
- 10 Off the job training is given :
- (a) Outside the factory gate.
 - (b) In classroom.
 - (c) On the days.
 - (d) None of these.
- 11 Personnel policy deals with :
- (a) Working of employees.
 - (b) Employing new persons.
 - (c) Setting of disputes.
 - (d) None of these.
- 12 Selection process helps in :
- (a) Locating candidates.
 - (b) Determines suitability of employees.
 - (c) Training.
 - (d) None.
- IV. 13 Scrutiny of application is :
- (a) Last step in selection.
 - (b) First step in selection.
 - (c) Third step in selection.
 - (d) None of these.
- 14 Vestibule training is provided :
- (a) On the job.
 - (b) In the classroom.
 - (c) Training department.
 - (d) None of these.
- 15 The process of searching for prospective employees and stimulating them to apply for job is :
- (a) Selection.
 - (b) Recruitment.
 - (c) Promotion.
 - (d) None of these.
- 16 The practice of placing a candidate at the right job is _____.
- (a) Selection.
 - (b) Placement.
 - (c) Interview.
 - (d) None of these.

Part B

*Answer any five of the following questions each in a sentence or two.
Each question carries a weight of 1.*

- 17 Committees.
- 18 Office layout.
- 19 Open office.
- 20 Morale.
- 21 Job satisfaction.
- 22 Performance Appraisal.
- 23 Difference between Wage and Salary.
- 24 Job Analysis.

(5 × 1 = 5)

Part C

*Answer any four of the following questions each in about 100 words.
Each question carries a weight of 2.*

- 25 Centralised Vs. Decentralised office.
- 26 Duties of Office Manager.
- 27 Importance of office manager.
- 28 Types of recruitment.
- 29 Qualities of office manager.
- 30 Steps in manpower planning.

(4 × 2 = 8)

Part D

*Answer any two of the following questions each in about 300 words.
Each question carries a weight of 4.*

- 31 Explain the role of HR manager.
- 32 Explain recruitment and steps in selection process.
- 33 Explain the types and advantage of a good layout.

(2 × 4 = 8)