

# KAMARAJ COLLEGE (Autonomous)

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(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)

(3 Pages)

Reg. No:.....

Question Code: 26E01701

Course Code : 24UECR21/25UECR22

UG Degree - End Semester Examinations, April 2026

Second Semester

B.COM., CORPORATE SECRETARYSHIP

Office Management and Secretarial Practice

(For those who joined in July 2024 and June 2025 onwards)

Time : 3Hours

Maximum : 75 Marks

## PART - A (10 × 1 = 10 Marks)

Answer ALL Questions

Choose the correct answer :

- CO:1  
K:1
1. The main purpose of an office is to  
(a) Manufacture goods (b) Store raw materials  
(c) Collect and process information (d) Sell products
- CO:1  
K:1
2. The person responsible for managing office activities is called  
(a) Clerk (b) Supervisor  
(c) Office Manager (d) Accountant
- CO:1  
K:2
3. An office layout that allows free interaction among employees is  
(a) Private office (b) Cubicle office  
(c) Open office (d) Home office
- CO:2  
K:1
4. Good office lighting helps to  
(a) Increase noise (b) Reduce eye strain  
(c) Waste electricity (d) Reduce office space
- CO:3  
K:2
5. A system is a set of  
(a) Machines only (b) Workers only  
(c) Interrelated parts (d) Office furniture working together
- CO:3  
K:1
6. Office forms are mainly used to  
(a) Decorate office (b) Increase paperwork  
(c) Collect and record information (d) Entertain visitors

- CO:4 7. Records are important because they  
K:2 (a) Increase office cost (b) Waste time  
(c) Provide information for decision making (d) Reduce office staff
- CO:4 8. Filing means  
K:1 (a) Destroying records (b) Systematic arrangement of records  
(c) Printing documents (d) Writing letters
- CO:5 9. The main duty of a personal secretary is to  
K:2 (a) Prepare balance sheet (b) Assist the executive  
(c) Manage factory (d) Supervise workers
- CO:5 10. Agenda of a meeting refers to  
K:1 (a) Record of decisions (b) Attendance register  
(c) List of items to be discussed (d) Notice of meeting

**PART - B (5 X 5 = 25 Marks)**

**Answer ALL Questions choosing either (a) or (b).**

**Answer should not exceed 250 words.**

- CO:1 11. (a) Define Office. What is the importance of Office and Office  
K:3 work?

**(OR)**

- (b) List the various activities to be carried on in the office.

- CO:2 12. (a) Discuss the benefits of Good Lighting in Office.  
K:3

**(OR)**

- (b) Explain the basic sanitary requirements to be provided in an office.

- CO:3 13. (a) Analyze the mean system concept.  
K:4

**(OR)**

- (b) Assess the way of maintaining the office systems and equipment.

- CO:4 14. (a) Analyze the characteristics of an effective filing system.  
K:4

**(OR)**

- (b) Analyze the concept of Indexing and its various types.

C0:5 15. (a) Define Secretary. What are the duties of a Personal  
K:3 secretary?

**(OR)**

(b) Explain the features of Modern communication technology in Office.

**PART - C (5 X 8 = 40 Marks)**

**Answer ALL Questions choosing either (a) or (b).**

**Answer should not exceed 500 words.**

C0:1 16. (a) Describe about the ten commandments that is to be followed  
K:3 in office Management.

**(OR)**

(b) Discuss the functions to be performed by the office manager.

C0:2 17. (a) List the steps and key considerations for preparing an office  
K:3 Layout.

**(OR)**

(b) Describe about the Lighting system and Interiors to be provided in office.

C0:2 18. (a) Explain about the flow of work to be conducted in office.

K:4

**(OR)**

(b) Discuss the important points to be noted while managing the office.

C0:4 19. (a) Analyze the differences between Centralized filing and  
K:5 Decentralised filing systems in office?

**(OR)**

(b) Explain about the Modern Tendencies in Records Making

C0:5 20. (a) Critique the qualifications and appointment process for a  
K:6 personal secretary role.

**(OR)**

(b) Describe about the Agenda and Minutes preparation with their merits