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Register Number:

Name of the Candidate:

M.Com. DEGREE EXAMINATION, May 2015

(EDUCATION MANAGEMENT)

(FIRST YEAR)

130/530. COMMUNICATION SKILLS AND OFFICE MANAGEMENT

(Old and New Regulation)

Time: Three hours

Maximum: 100 marks

SECTION -A

(5 × 8 = 40)

Answer any FIVE questions

1. What is memorandum? How is it differ from a letter?
2. What are the formal components to be followed in letter writing?
3. What are the characteristics of a non-verbal communication?
4. Discuss the role of body language in communication.
5. What is meant by location? Explain the factors which affect the location of an office site.
6. Discuss the factors to be considered while selecting office furniture.
7. What are the merits and shortcomings of vertical Card Index?
8. Distinguish between formal and informal organisation.

SECTION -B

(3 × 20 = 60)

Answer any THREE questions

9. Discuss the writing task q-letter writing in office management.
 10. Explain the semantic barriers to effective communication.
 11. Explain the principles to be followed in selection of office layout.
 12. Explain the characteristics of an efficient system of filing in a Modern office.
 13. Explain the importance of Motivation in a Modern office.
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