Reg. No. \_\_\_\_\_\_\_\_\_\_\_\_



**End Semester Examination – Nov / Dec – 2019**

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| **Code :** | **17BB2016** | **Duration :** | **3hrs** |
| **Sub. Name :** | **OFFICE MANAGEMENT** | **Max. Marks :** | **100** |

**ANSWER ALL QUESTIONS (5 x 20 = 100 Marks)**

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| **Q. No.** | **Sub Div.** | **Questions** | **Course**  **Outcome** | **Marks** |
| 1. | a. | Describe the objectives and principles of “Office Layout”. Also explain different types of “Office Layout”. | CO2 | 10 |
| b. | Explain the Barriers to communication. | CO2 | 10 |
| **(OR)** | | | | |
| 2. |  | What is the importance of “Location” in office management? Explain the various factors which impacts the Location choice. | CO3 | 20 |
|  |  |  |  |  |
| 3. |  | Explain Employee welfare and Grievance management in detail. | CO6 | 20 |
| **(OR)** | | | | |
| 4. | a. | Define “Personnel management”. Explain its various functions. | CO6 | 10 |
| b. | Explain Work Simplification in detail. | CO5 | 10 |
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| 5. | a. | Differentiate between Centralized and Departmental/Decentrtalized correspondence and explain them in detail. | CO3 | 10 |
| b. | What are the classification of Records? Explain the principles of record keeping. | CO4 | 10 |
| **(OR)** | | | | |
| 6. | a. | What are the safety requirements in a workplace? How can work place hazards be avoided? | CO2 | 10 |
| b. | Explain the various aspects of filing system. | CO4 | 10 |
|  |  |  |  |  |
| 7. |  | Explain the different types of organizational structures. | CO5 | 20 |
| **(OR)** | | | | |
| 8. | a. | Explain the different types of Communication. | CO2 | 10 |
| b. | Explain the various functions of an Office Manager. | CO1 | 10 |
|  | | **Compulsory**: |  |  |
| 9. |  | Case Study:  Blueberry is a subsidiary of a multinational IT company based in the US, Globalchip, and provides Globalchip’s European technical helpdesk. Currently, the helpdesk employs 40 staff, and recruits new  employees directly. New recruits need to be fluent in a European language other than English and have technical competence (computer skills, some product knowledge) and customer service skills. Finding individuals with this skills mix has been very difficult. Currently, the Customer Service Unit includes fluent speakers of Spanish, French, Italian, Finnish, Dutch, German and  Greek. The majority are non-UK nationals.  There is a very tight budget for salaries. In the US, Globalchip operates a similar help desk for Asia. When this Help Desk was established the strategy adopted, after much discussion and deliberation, was to outsource recruitment to an agency (Succuro). The HR Director of Globalchip asked the HR partner responsible for liaising with the European Help Desk, Liz McDonald, to identify whether she could put a similar outsourced recruitment process in place. She was also asked to collaborate with her US colleague to determine the difficulties that Succoro currently face in recruiting suitable individuals. Liz’s enquiries have shown that Globalchip has a three-year contract with Succuro, which is due for renewal soon.  A ‘service-level agreement’ was produced by the company, which clearly indicated what level of performance was expected of the agency, for instance time to fill vacancies. Succoro is finding it increasingly difficult to recruit suitable people within the budget constraints. However, it is an important contract which it wants to retain. The agency has been performing well and exceeding the service-level agreement in some indicators. Succoro uses an online application form, and then screens applicants in a telephone interview. Globalchip managers are involved in the final selection decision. Liz is a member of a local network of HR practitioners from a number of organisations. One of the other members, Jim Gray, works for an agency that runs a similar recruitment process for a mobile phone company elsewhere in the UK. Jim shared his experience of recruiting those with language and technical skills:  The main difficulty is trying to attract applicants to jobs that pay a little below the average. Our agency cannot afford to use some of the more popular websites because they are expensive. We need to use other ways of targeting people who might be willing to live and work in the UK – almost to sell the experience. We try to use networks like websites for those who want to travel and work abroad as well as advertising on our agency’s overseas websites. We target social networking sites like Facebook and Gumtree. We are having real difficulties getting speakers of, for example, Dutch and Finnish to come to work in the UK. It takes about eight weeks to fill a vacancy, though for some of the more common languages there is sometimes a pool of applicants in our skills bank. Liz is still investigating the implications of outsourcing for Blueberry. |  |  |
|  | a. | How would outsourcing change the role of HR in the recruitment process? | CO6 | 10 |
|  | b. | To what extent is Jim’s experience an example of ‘viral’ recruitment? What are the potential advantages and drawbacks of such an approach? | CO6 | 10 |