

Bachelor of Commerce

B.Com

CHOICE BASED CREDIT SYSTEM

**BCOE – 144: Office Management and Secretarial
Practices**

ASSIGNMENT

2023-2024

Valid from 1st January 2024 to 31st December 2024

Sixth Semester



School of Management Studies

Indira Gandhi National Open University

Maidan Garhi, New Delhi -110068



**BACHELOR OF COMMERCE
CHOICE BASED CREDIT SYSTEM
BCOE – 144:
ASSIGNMENT: 2023-24**

Dear Students,

As explained in the Programme Guide, you have to do one Tutor Marked Assignment in this Course. The assignment has been divided into three sections. Section A Consists of long answer questions for 10 marks each, Section B consists of medium answer questions for 6 marks each and Section C consists of short answer questions for 5 marks each.

Assignment is given 30% weightage in the final assessment. To be eligible to appear in the Term-end examination, it is compulsory for you to submit the assignment as per the schedule. Before attempting the assignments, you should carefully read the instructions given in the Programme Guide.

1. Those students who are appearing in June 2024 Term End Examination they have to submit latest by in 15 March 2024.
2. Those students who are appearing in December 2024 exams. They should download the new assignment and submit the same latest by 15 October 2024.

You have to submit the assignment of all the courses to the Coordinator of your Study Centre.

TUTOR MARKED ASSIGNMENT

COURSE CODE	:	BCOE-144
COURSE TITLE	:	Office Management and Secretarial Practices
ASSIGNMENT CODE	:	BCOE-144/TMA/2023-24
COVERAGE	:	ALL BLOCKS

Maximum Marks: 100

Note: Attempt all the questions.

Section – A

- 1) How do office environments change? Does this have any specific implication for office etiquette? Substantiate your answer with suitable examples. (10)
- 2) “Roles are the expected behaviour of a job position”. In light of this statement, discuss various roles an office manager is expected to play in an office. (10)
- 3) **Write brief notes on following :** (10)
 - a) Cloud Computing
 - b) Web-conferencing
 - c) System Automation
 - d) Cloud Storage
- 4) Who is a Secretary? Point out the importance of secretaries in the business world. Outline the functions of a secretary as an office executive. (10)
- 5) What do you understand by the term agenda? List out the routine items of an agenda. What are special agenda items? Give two examples. (10)

Section – B

- 6) Explain the concept of virtual meeting space. What are its various advantages? (6)
- 7) What do you understand by “decentralization”? How would you assess whether an office is centralized or decentralized? (6)
- 8) What are the various steps in filing? (6)
- 9) Differentiate between Internal and External Office Forms giving examples of each type. (6)
- 10) What are the different types of Online banking? Differentiate between internet banking and mobile banking. (6)

Section – C

- 11)** What is Indexing? Discuss the different types of indexing? **(5)**
- 12)** What are the common types of forms used in a business organization? **(5)**
- 13)** What are the various kinds of office machines? **(5)**
- 14)** Enumerate the duties of a secretary after a meeting. **(5)**