

# **Bachelor of Commerce**

**B.Com**

**CHOICE BASED CREDIT SYSTEM**

**BCOE – 144: OFFICE MANAGEMENT AND  
SECRETARIAL PRACTICE**

**ASSIGNMENT**

**2021-2022**

**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:Office Management and Secretarial Practice**

**ASSIGNMENT: 2021-22**

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 2022 exams. They have to submit the same latest by 15<sup>th</sup> March 2022.
2. Those students who are appearing in December 2022 Term End Examination they have to submit latest by in 15<sup>th</sup> October 2022.

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

## TUTOR MARKED ASSIGNMENT

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|------------------------|----------|---|
| <b>COURSE CODE</b>     | <b>:</b> | <b>BCOE – 144</b>                                 |
| <b>COURSE TITLE</b>    | <b>:</b> | <b>Office Management and Secretarial Practice</b> |
| <b>ASSIGNMENT CODE</b> | <b>:</b> | <b>BCOE – 144/TMA/2021-22</b>                     |
| <b>COVERAGE</b>        | <b>:</b> | <b>ALL BLOCKS</b>                                 |

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**Maximum Marks: 100**

**Note: Attempt all the questions.**

### Section – A

- Q-1** What is office management? What are the objectives of office management? **(10)**
- Q-2** What are the duties of an office manager in relation to top management and subordinates? Elucidate. **(10)**
- Q-3** What is meant by standardization of stationery? Why is it important? **(10)**
- Q-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)**
- Q-5** Define the term 'Motion'. Describe the procedure for moving a motion. **(10)**

### Section – B

- Q.6** Enumerate the key elements of office organization. **(6)**
- Q.7** Describe the qualities to be possessed by a good office manager. **(6)**
- Q.8** What are the common types of forms used in a business organization? **(6)**
- Q.9** Enlist different stationery items generally used in an office. **(6)**
- Q.10** “Budget leads to a centralized control on many decentralized activities”. Comment. **(6)**

### Section – C

- Q.11** Explain briefly the importance of mail for a business organization. **(5)**
- Q.12** How does office management help in ensuring Operational Workflow in offices? **(5)**
- Q.13** List the various advantages and limitations of budgets. **(5)**
- Q.14** “Centralization and decentralization are two sides of same coin.” Comment. **(5)**