

DIRECTORATE OF GOVERNMENT EXAMINATIONS, CHENNAI**HIGHER SECONDARY FIRST YEAR(+1) - MARCH 2023****PART III- VOCATIONAL SUBJECTS****(OFFICE MANAGEMENT AND SECRETARYSHIP -THEORY)****PART - I****ANSWER ALL THE QUESTIONS****(15X1=15)**

1. A) Guiding and supervising
2. D) 68 degree
3. B) Efficiency
4. C) Ergonomics
5. B) Goodwill
6. C) Visible card
7. D) Microsoft office
8. D) Slack
9. B) Delay in work
- 10.C) Policy manual
- 11.A) 1970
12. D) Mills and Standing Ford
13. D) Business
14. A) Global In-house centres
15. A) Banking

PART II**Answer any Ten Question, Question No.28 is compulsory 10 X 3 = 30**

16	Rather than work for me at a time as a full time employee, virtual office manager often work for several smaller companies part-time.	3
17	Physically collaborative shared workspaces also known as co-working spaces are , spaces that are created in an office that provide employees ability.	3
18	Brand recognition and reputation, volume of sales. (or) Employ professional legal service	3
19	Jane K.Crucible, records management refers to the activities designed to control the life cycle of a record from its creation to its ultimate disposition.	3
20	IOT technology or internet to allow employees to work faster and more efficiently	3
21	Wix, slack, mailer lite, profit books, google dogs, Canva, buffer, Calendly, HubSpot, Trello, fresh desk, xtensio (Any three)	3
22	A kind of handbook, standard practice, organizational policies	3

23	1. Numeric 2. Alphanumeric 3. Binary 4.Date&time 5. Other variable types	3
24	Simple, economical, speed, filing the organization ,flexible (Any three)	3
25	Banking Regulation Act 1949, lending or investment and deposit of money from the public, repayable by cheque, draft, order or otherwise	3
26	Business, banking, Insurance, Education, Marketing, Healthcare, Engineering design, Military ,communication, Animation, research ,agriculture and government. (Any three)	3
27	Ready reference, safety, documentary proof, prompt handling, statutory requirements, decision making, increased efficiency (Any three)	3
28	Increased productivity, Better quality of work, results in fewer errors, Reduction in eye strain, Employee morale. (Any three)	3

PART III

Answer any Five Question, Question No.35 Compulsory**5 x 5 =25**

29	Any 5 Factors	5
30	Business stationery ,Desktop Instruments ,Drawing instruments Filing,Mailing,Paper(Any 5 with Examples Each)	5
31	Any 3 Differences	5
32	1. On demand self-services 2. Broad network access 3. Rapid elasticity 4. Resource pooling 5. Measured service	5
33	1. Choose a Bank 2. Pick the account you want 3. Provide your information 4. Consent to the terms 5. Fund your account	5
34	Any 5 Special Features	5
35	1.Alphabetical classification 2.Numerical classification 3. Geographical classification 4. Subject classification 5. Chronological classification (Explain Any 3)	5

PART IV

Answer ALL the Question

2 X 10 =20

36(a)	Meaning: Objectives of an automation Importance of office automation	2 4 4
(OR)		
(b)	Types of Indexing Any 5 types with explanation	5x2=10
37 (a)	Meaning: Before making the final choice of Location of office building Selection of office accommodation	2 4 4
(OR)		
(b)	BPO- Explain Any 5 types explain	5 5

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