

DIRECTORATE OF GOVERNMENT EXAMINATION, CHENNAI -
600006 HIGHER SECONDARY SECOND YEAR PUBLIC
EXAMINATION, MARCH - 2023

OFFICE MANAGEMENT AND SECRETARTSHIP
ANSWER KEY

TOTAL MARKS: 90

- NOTE : 1) Answer written only in **BLACK** or **BLUE** should be evaluated
2) Choose the correct answer and write the option code
3) If one of them (option or answer) is wrong, then award zero mark only
4) Marks can be awarded, if students write in their own sentences with OFFICE MANAGEMENT AND SECRETARTSHIP related concepts and explanations.

PART – I			15 x 1 = 15
Answer all the questions			
Q. No			
1	(d)	Management	1
2	(a)	Future	1
3	(b)	Rules	1
4	(b)	Job description	1
5	(d)	Functional	1
6	(c)	Herbert A.Simon	1
7	(b)	1991	1
8	(c)	Direct Personal contact	1
9	(b)	Top –Down	1
10	(b)	Centralization	1
11	(a)	Leader Ship	1
12	(b)	Two	1
13	(a)	Need	1
14	(d)	Chartered Accountant	1
15	(a)	English	1

Q. NO	<p style="text-align: center;">PART - II Answer any 10 questions Question number 28 is compulsory</p>	<p style="text-align: center;">Marks 10x 3 =30</p>
16	A manager is a person who performs the functions of Management. Manager is a person who is responsible for a part of organization or for the whole organization.	3
17	Human relation skills are one's ability to work effectively with others and to build up a group relations to attain the goal .	3
18	Planning is deciding the best alternative among others to perform different managerial operations in order to achieve the predetermined goal .	3
19	Objectives are the end towards which the activities of an organization are directed for planning objectives are essential objectives are useful for all managerial purposes.	3
20	The Total work to be done is divided into small parts and each work is entrusted to particulars individual. After the division of the total effort into functions and sub- functions.	3
21	Organisation chart is the vital tool for providing information about organisational relationship such a chart is diagrammatical form which shows the major functions and their respective relationships.	3
22	The word decision has been derived from the Latin word "DECIDERE" which means "cutting off ". Thus decision making involves cutting off of alternatives between those that are desirable and those that are not desirable.	3
23	Delegation is the assignment of obligation of any responsibility or authority to another person to carry out specific activities. It is one of the essential concepts of management.	3
24	A private secretary is a person employed by a busy and an eminent person to assist him in all possible works including taking decisions from him.he has to represent his employer to do his private and confidential work.	3
25	Flow from the subordinates to the superiors and are usually known as feed back. These enable the management to assess how far the downward communication has reached understood, accepted and carried out.	3
26	On the basis of reward Financial / non financial on the basis of approach positive, Negative motivation on the basis of nature Intrinsic motivation Extrinsic motivation	3
27	A budget is a tool which helps the management in planning and controlling the business activities. A budget is an estimate of expected results expressed in numerical terms.	3
28	The principle of Unity of command states that each employee in an organization should receive orders only from one superior . It helps in managing conflicts among people.	3

Q. NO	<u>PART - III</u> Any five questions Question number 35 is compulsory	Marks 5x 5 =25				
29	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Administration</th> <th style="width: 50%; text-align: center;">Management</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> It is concerned with formulation of broad objectives, plans and polices. A decision making functions It decides what has to be done and when it has to be done. It is top level function. It is applicable to non – profit making organizations </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> It is an art of giving things done through others by directing their efforts towards achievement of predetermined goals. An executive functions It decides what should do it and how . Middle and lower level functions. It is applicable to profit making organizations. </td> </tr> </tbody> </table>	Administration	Management	<ul style="list-style-type: none"> It is concerned with formulation of broad objectives, plans and polices. A decision making functions It decides what has to be done and when it has to be done. It is top level function. It is applicable to non – profit making organizations 	<ul style="list-style-type: none"> It is an art of giving things done through others by directing their efforts towards achievement of predetermined goals. An executive functions It decides what should do it and how . Middle and lower level functions. It is applicable to profit making organizations. 	5
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30	<ol style="list-style-type: none"> 1. Nature of planning formal Planning Informal Planning 2. Duration of Planning Short term planning Long term planning 3. Levels of Management strategic Planning Intermediate Planning Operational Planning 4. Use standing plan single use plan 	5				
31	<p>Systematic working Achievement of Organization No Overlapping of work co- ordination creation of chain of command More emphasis on work past communication fulfill social needs Correct feed back</p>	5				
32	<p style="text-align: center;">Establishment of Employees Grievances Cell</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">There should be a proper system for reporting</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Skilled workers are to be rewarded adequately</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">The Management should induce the employees to take active part in meeting , seminars , conferences, workshop and committees.</p>	5				

	Encourage the employees to have friendly relationships with others.			
	To get training in the area of leadership co-ordination, Planning and staffing.			
33	<p>Territorial or geographical departmentation is specially useful to large scale enterprises whose activities are widely dispersed.</p> <p>Advantages</p> <p>Every regional Manager can specialise himself It facilitated the expansion of business to various regions . It helps in achieving the benefits of local operations. It results in savings in freight, rents and labour costs. There is better co ordination of activities . It provides adequate autonomy to each regional manager.</p> <p>Dis Advantages</p> <p>There is the problem of communications. It requires more managers with general managerial abilities . There may be conflict between the regional manager. Co-ordination and control of different branches from the head office become less effective.</p>		5	
34	<p>General Factors</p> <p>Growth Achievement Advancement</p> <p>Recognition status Self – Esteem Self – respect</p> <p>Companion ship Affection friendship</p> <p>Safety, security competence , stability</p> <p>Air, food, Shelter, Sex</p>	<p>Need level</p> <p>Self Actualization</p> <p>Esteem</p> <p>Social</p> <p>Safety</p> <p>Physiological</p>	<p>Organisational Factors</p> <p>Challenge in work creativity Advancement Achievement</p> <p>Job title merit pay increase peer work itself responsibility .</p> <p>Quality of supervision compatible work group professional Friendship</p> <p>safe working fringe benefits General Salary increases job security.</p> <p>Heat and conditioning Basic Salary ,cafeteria working conditions .</p>	5
35	<p>Advantages</p> <p>save time and money provides personal touch feed back can be received Doubts can be clarified understanding are better greater flexibility</p>	<p>Disadvantages</p> <p>Suffer from some inherent limitations It is not always feasible Not appropriate for length or complicated conversation. Not suitable for keeping records. May have chances of misunderstanding</p>	5	

Q. NO	<p style="text-align: center;"><u>PART - III</u> Any five questions Question number 35 is compulsory</p>	Marks 2x10 =20
36 (a)	<p>Top Level Management Determination of objectives Formulation of Policies Preparing long range planning and strategy Organising for action Communication between organization and outside world Ensure co-ordination and effective control.</p> <p>Middle level Management Execute the plans of top management Make plans for sub – units of the organization. Interpret and explain policies from top level to lower level . motivate lower level towards better performance evaluate the performance of the employees.</p> <p>Lower level Management Assigning job to various workers Instruct workers for day to day activities Help to solve the grievances Motivate workers to attain goal They ensure discipline in the enterprise Give periodic reports to their superiors</p>	10
(b)	<p>Routine and strategic decisions</p> <p>Strategic on Basic decisions Programmed / Structured decision and Non – Programmed / Unstructured decision Policy and operating decisions Organisational and personal decisions Individual and group decisions Strategic decisions Routine decision</p>	10
37 (a)	<p>Importance Issuing orders and instructions Guiding, Counselling and teaching the subordinates Supervising the work of subordinates Motivating the subordinates Maintaining discipline Consultative direction Integrative force Initiating the action</p> <p>Techniques Delegation Supervision Communication Motivation Leadership</p>	10

(b)	Communication is the basis of organizational functioning Communication as an aid to planning As an aid to leadership As an aid to co-ordination Helps in overcoming resistance As the basis of good human relations	10
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