

SECTION-C

- Note:** Short answer type questions. Attempt any twelve questions out of fifteen questions. $(12 \times 5 = 60)$
- Q.21 What are the barriers and challenging jobs in secretarial work?
Q.22 What are the duties of a secretary before and after a meeting?
Q.23 What are the primary responsibility of manager in an organization?
Q.24 Explain the term 'Minutes' and why it is important.
Q.25 What is " time management" how it is useful in secretarial work ?
Q.26 How the quorum for a meeting should be planned ?
Q.27 What are the sources to gather information for strategy planning?
Q.28 How can a Secretary contribute to achieve organizational goals?
Q.29 What is the difference between administrative and managerial functions?
Q.30 What is financial planning why it is important ?
Q.31 What do you understand by performance appraisal how it should be prepared?
Q.32 What are advantages of internet services ?
Q.33 What is cyber security how it can be used ?
Q.34 Write about sources of information like search engines to gather any information?
Q.35 Explain the terms : GPF , GIS , CPF

SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. $(2 \times 10 = 20)$
- Q.36 What are responsibility of a personal secretary, explain in different aspects
Q.37 Explain the terms : Adjournment , Amendments, point of order , Quorum , Resolution
Q.38 Explain filling and its methods in details.

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3rd Sem / Branch : OMCA

Subject:- Secretarial Practices

Time : 3Hrs.

M.M. : 100

SECTION-A

Note: Multiple choice questions. All questions are compulsory $(10 \times 1 = 10)$

- Q.1 When incorporating information from various sources into a report, what is the primary consideration?
a) Consistency b) Completeness
c) Quantity d) Originality
- Q.2 Which of the following tasks is typically not part of secretarial duties?
a) Managing calendars
b) Screening phone calls
c) Drafting legal contracts
d) filing documents.
- Q.3 In administrative functions, what does the acronym " HR" stands for?
a) Human Rights b) Human Relations
c) Human Resources d) Home Run
- Q.4 In secretarial functions, what does the acronym "CRM" stand for?
a) Customer Relationship Management
b) Correspondence requisition Management
c) Corporate Resource Management
d) Creative Report Management
- Q.5 What is the primary purpose of holding office meetings?
a) Socializing with colleagues
b) Sharing information and making decisions
c) Avoiding work
d) Criticizing team members

- Q.6 Which role is essential during office meetings to ensure the agenda is followed and time is managed effectively?
- Facilitator
 - Note-taker
 - Timekeeper
 - Observer
- Q.7 How can a secretary contribute to the success of office meetings?
- By arriving late
 - By taking accurate minutes
 - By dominating the conversation
 - By ignoring participants' contributions
- Q.8 What is the first step in effectively using information gathered from different sources?
- Analysing the data
 - Citing the sources
 - Synthesizing the information
 - Identifying credible sources
- Q.9 What is a key administrative function within an organization?
- Scheduling employee vacations
 - Ordering office supplies
 - Setting strategic goals
 - Leading team-building activities
- Q.10 Which department handles service matters within an organization?
- Finance
 - Human Resources
 - Marketing
 - Operations

SECTION-B

- Note:** All questions are compulsory. (10x1=10)
- Q.11 Who is responsible for setting the agenda for an office meeting?
- The most senior person in attendance
 - The secretary or administrative assistant
 - The newest employee
 - The meeting facilitator

- Q.12 Which managerial function involves organizing and coordinating resources to achieve organizational goals?
- Planning
 - Leading
 - Controlling
 - Staffing
- Q.13 Which of the following is not a reliable source of information?
- Peer-reviewed journal article
 - Wikipedia
 - Government report
 - Industry expert interview
- Q.14 What is the purpose of an eco-friendly office layout?
- To increase discomfort
 - To improve employee health and comfort
 - To encourage bad posture
 - To save money
- Q.15 What is the purpose of managerial support in an organization?
- To micromanage employees
 - To hinder progress
 - To motivate and guide employee
 - To discourage innovation
- Q.16 Which of the following is not a function of management?
- Decision-making
 - Conflict resolution
 - Employee termination
 - Task delegation
- Q.17 In a meeting with a quorum requirement of 10 members, at least _____ members must be present to proceed.
- Q.18 Resolutions adopted in an official meetings can be done by _____ of votes.
- Q.19 T.A stands for _____ allowance for employee compensation
- Q.20 The purpose of pensionary benefits is to provide _____ for employees?