



ଓଡ଼ିଶା ରାଜ୍ୟ ମୁକ୍ତ ବିଶ୍ୱବିଦ୍ୟାଳୟ, ସମ୍ବଲପୁର, ଓଡ଼ିଶା  
Odisha State Open University, Sambalpur, Odisha  
Established by an Act of Government of Odisha.

# Assignment June 2019

## Semester – 1

### Diploma in Office Management (DOM)

Course Code	Name of the Course	Date of Submission
DOM 04	Communication and Soft Skills	5 <sup>th</sup> May 2019
DOM 05	Human Resource Management and Organization Behaviour	5 <sup>th</sup> May 2019
DOM 06	Introduction to Accounting & Finance	5 <sup>th</sup> May 2019

**Please read the instructions carefully before attempting assignment questions.**

## INSTRUCTIONS

Dear Learner,

Greetings from Odisha State Open University.

You are required to submit one assignment per course within the stipulated time in order to become eligible to appear in the term-end examination. The assignments will be evaluated by the counselors at your Study Centre. Please submit your assignment to the Coordinator of the Study Centre. Before you attempt the assignments, please go through the course materials carefully. Please read the instructions pertaining to an assignment before you start writing your answer. Do not copy from the course material or from any other source. You are advised to read the material, understand the same and write answers in your own language and style so that you will get good marks/grades.

### **Purpose of assignments**

1. Assignments are part of the continuous evaluation process in Open and Distance Learning (ODL) system.
2. This will help you for better performance in the term-end examination. If you secure good grades/marks in assignments, your overall performance will improve.
3. Your assignment, after evaluation, will be returned to you with comments by the evaluator.
4. This will help you to know your strength as well as your weakness. Thus, it will establish a two-way communication between learner and evaluator.

### **How to write assignments**

1. Write your name, programme code, course title, enrolment no. and study centre code on the top sheet of the assignment answer booklet.
2. Write the answers in your handwriting. Give sufficient margin in the left side of each page so that the evaluator will give comments on each paragraph/page.
3. Do not cross the word limit given in each question.
4. Your handwriting should be neat and readable.

### **Weightage for each assignment**

1. Each assignment will be of 100 marks but it will carry 25% weightage
2. Similarly, the Term End Examination will be of 100 marks but will carry 75% weightage.
3. You have to score minimum pass mark i.e. 40% in each assignment.
4. In case you do not submit assignment or get fail mark in assignment you have to re-submit in the next year.

## **DOM 04 Communication and Soft Skills**

### **Assignment Questions**

#### **Group-A (1x10=10 Marks)**

1. Define the following and answer all the questions
  - a. Soft skill
  - b. Portfolio
  - c. Curriculum Vitae
  - d. Resume
  - e. Group Discussion
  - f. Posture
  - g. Gesture
  - h. Communication
  - i. Personality
  - j. Interview

#### **Group-B (5x4= 20 Marks)**

2. Answer any four in 50 words for each
  - a. What is the process for developing a Business Presentation?
  - b. Mention five meeting etiquette.
  - c. Mention guidelines for effective GD.
  - d. What are the principles of writing business letters?
  - e. What do you mean by informal communication?
  - f. Differentiate between structured and unstructured interview.

#### **Group-C (10x4=40 Marks)**

3. Answer any four in 200 words for each
  - a. What is the importance of body language in a Business Presentation?
  - b. What are different types of interview?
  - c. Why do we need a dress code for offices? Explain.
  - d. What are soft skills? How are soft skills related to Personality Development?
  - e. Distinguish between Job interview and Exit interview.
  - f. Write a short conversation, 'introducing your friend to your senior'.

#### **Group-D (15x2=30 Marks)**

4. Answer any two in 250 words for each

- a. What are the 7 Cs of Effective Communication? Explain with examples.
- b. How can the barriers to communication be removed? Explain with examples.
- c. You are the Recruitment Officer of a bank. You want to hire sales persons. Write a letter to the Managing Director of an HR Consultancy Firm seeking their help. Give details of your requirement.
- d. What is Etiquette? What are its types in a business context? Explain.

**DOM 05 Human Resource Management & Organisational Behaviour**  
**Assignment Questions**

**Group-A (1x10=10 Marks)**

1. Define the following and answer all the questions
  - a. Wage
  - b. Collective bargaining
  - c. Recruitment
  - d. Change
  - e. Performance appraisal
  - f. Human resource development
  - g. On the job training
  - h. Group dynamics
  - i. Compensation
  - j. Participative management

**Group-B (5x4= 20 Marks)**

2. Answer any four in 50 words for each
  - a. Define learning. Mention the different approaches to learning
  - b. Distinguish between training and development.
  - c. What do you mean by socialisation process in an organisation?
  - d. Write a note on group cohesion.
  - e. Why employee empowerment is considered important in modern organisations?
  - f. What do you mean by workers participation in management

**Group-C (10x4=40 Marks)**

3. Answer any four in 200 words for each
  - a. 'We do not see things as they are; we see things as we are.' Explain in the context of organizational behaviour.
  - b. Identify the factors those affect personality. Briefly describe the various theories on personalities.
  - c. Why attitude is considered to be most important? Explain in detail how attitudes are formed?
  - d. Examine the compensation management practices with suitable examples from industry.

- e. Discuss about the latest trends of human resource management in industries.
- f. Briefly describe the socialization process.

**Group-D (15x2=30 Marks)**

- 4. Answer any two in 250 words for each
  - a. Critically examine the role and functions of Human Resource manager in organisations of 21<sup>st</sup> century.
  - b. Distinguish between recruitment and selection. What are the different steps involved in the selection process?
  - c. Explain various types of Training with examples from business and industry?
  - d. Imagine yourself as the HR manager of an organization and prepare the human resource development plan for the financial year 2019-2020.

## DOM 06 Introduction to Accounting & Finance

### Assignment Questions

#### **Group-A (1x10=10 Marks)**

1. Define the following. Answer all the questions.
  - a. Liquidity ratio
  - b. Profitability ratio
  - c. Return on investment
  - d. Profit maximisation
  - e. Current assets
  - f. Real accounts
  - g. Fixed assets
  - h. Wealth maximization
  - i. Nominal accounts
  - j. Earnings per share

#### **Group-B (5x4= 20 Marks)**

2. Answer any four in 50 words for each
  - a. Describe the meaning and causes of depreciation.
  - b. Describe the sources of financial information.
  - c. What are the limitations of financial statement analysis?
  - d. Discuss the classification of accounts.
  - e. Discuss the meaning and utility of ledger.
  - f. What are the limitations of Ratio analysis?

#### **Group-C (10x4=40 Marks)**

3. Answer any four in 200 words for each
  - a. Why does an investor need to consider the liquidity and profitability aspect before making every investment?
  - b. Discuss the meaning, objective and advantages of Common size Analysis,
  - c. Who are the users of financial statement analysis?
  - d. Describe the different concepts of Accounting.
  - e. XYZ Ltd. have PBT-Rs.40 lakhs, Tax 30%, Proposed Dividend 25%, and 10% preference shares Rs.10 lakhs, 4,00,000 Equity shares of Rs.10 each, Reserve Rs.10 Lakhs.  
From the above information find out  
(i) Earnings per Share, (ii) Book Value per Share, and (iii) Dividend per Share
  - f. From the following balances taken from the ledger of Shir Krishna, prepare a trial balance as on 31st March,2018 :  
Cash Rs.10,000, Trade debtors Rs.15,000j Rent Rs.5,000, Salaries Rs.8,000, Trade Creditors Rs.20,000, Insurance Rs.5,000, Depreciation Rs.1,000, Cost of Goods Sold Rs.20,000, Sales Rs.2,00,000, Purchases Rs.1,00,000, Capital Rs.2,39,000, Drawings Rs.5,000, Motor Vehicle Rs.50,000, Machinery Rs.1,00,000, Building Rs.2,00,000, Stock Rs.50,000, Bank Overdraft Rs.10,000

**Group-D (15x2=30 Marks)**

4. Answer any two in 250 words for each
- a. Briefly discuss different types of Sources of Finance.
  - b. What is Depreciation? Discuss the Methods and Techniques of Depreciation.
  - c. Prepare Ledger Accounts from the following transaction in the books of Imran: 2017
    - June 1 started business with cash Rs.45,000
    - June 1 paid into bank Rs.25,000
    - June 2 Goods purchased for cash Rs.15,000
    - June 3 Purchase of furniture and payment Rs.5,000 by cheque
    - June 5 Sold goods for cash Rs.8,500
    - June 8 Sold goods to Arvind Walia Rs.4,000
    - June 10 Goods purchased from Amrit Lal Rs.7,000
    - June 12 Goods returned to Amrit Lal Rs.1,000
    - June 15 Returned from Arvind Walia Rs.200
    - June 18 Cash received from Arvind Walia Rs.3,760 and discount allowed to him Rs.40
    - June 21 Withdrew from bank for private use Rs.1,000 Withdrew from bank for use in the business Rs.5,000
    - June 25 Paid telephone rent for one year Rs.400
    - June 28 Cash paid to Amrit Lal in full settlement Rs.5,940 of his account
    - June 30 Paid for: Stationery Rs.200, Rent Rs.1,000, Salaries to staff Rs.2,500
  - d. From the following Trial Balance of ABC Ltd., prepare Trading and Profit & Loss account for the year ended 31-3-2017 and a Balance Sheet as on that date:

<b>Particulars</b>	<b>Amounts (Rs.)</b>	<b>Particulars</b>	<b>Amounts (Rs.)</b>
Land & Building	800000	Capital	500000
Machinery	340000	Loan	700000
Furniture	75000	Creditors	35000
Drawings	7500	Sales	760000
Cash in hand & at bank	75000	Purchases Returns	5000
Purchases	350000		
Stock (1-4-2016)	20000		
Carriage inwards	7500		
Carriage outwards	12000		
Salaries	200000		
Power & fuel	10000		
Wages	25000		
Rent	12500		

General expenses	10500		
Debtors	50000		
Sales Returns	5000		
Total	2000000	Total	2000000

At the end of the year it found that closing stock was Rs.40,000, outstanding Salaries was Rs.5,000 and depreciation was Rs.45,000 on fixed assets.