



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

Assignment July 2019

Semester – 2

Diploma in Office Management (DOM)

| Course code | Name of the course | Credit value | No. of assignments to be submitted |
|-------------|--|--------------|------------------------------------|
| DOM 04 | Communication and Soft Skills | 4 | 1 |
| DOM 05 | Human Resources and Organisational Behaviour | 4 | 1 |
| DOM 06 | Finance and Accounting for Management | 4 | 1 |

Submission date: 3rd Sunday (October) i.e. 20th October 2019

Please read the instructions carefully before attempting assignment questions.

INSTRUCTIONS

Dear Learner,

Greetings from Odisha State Open University.

You are required to submit your assignment response 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 study material, understand the same and write answers in your own language and style so that you will get good marks/grades.

Purpose of assignments

- Assignments are part of the continuous evaluation process in Open and Distance Learning (ODL) system.
- 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.
- Your assignment, after evaluation, will be returned to you with comments by the evaluator.
- This will help you to know your strength as well as your weakness. Thus, it will establish a two-way communication between the learner and the evaluator.

How to write assignments

- Write your name, programme code, course title, enrolment no. and study centre code on the top sheet of the assignment answer booklet.
- 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.
- Do not cross the word limit given in each question.
- Your handwriting should be neat and readable.

Weightage for each assignment

- Each assignment will be of 100 marks but it will carry 25% weightage
- Similarly, the Term End Examination will be of 100 marks but will carry 75% weightage.
- You have to score minimum pass mark i.e. 40% in each assignment.
- 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

Answer all the questions as per the word limit specified in each section.

Group-A (1 × 10 = 10 Marks)

1. Answer in one word for each.

- a) Communication is mainly the _____ of information between two or more parties.
- b) _____ communication consists of words.
- c) Nonverbal communication basically unveils an individual's _____.
- d) _____ can be studied through facial expression, gestures, eye contact, appearance, space, tactile and odour.
- e) Aristotle called the study of communication " _____ " and spoke of three elements within the process.
- f) Courteous message is positive and focused at the _____.
- g) The basic purpose of the interview is to identify _____ patterns of the interviewee or candidate.
- h) _____ reference refers to a communicative situation that allows its participants to express views and opinions and share with other participants.
- i) _____ can be explained as an attempt to secure maximum amount of information from the candidate concerning his/her suitability for the job under consideration.
- j) Facial expressions convey a lot more information than _____ can ever say.

Group-B (5 × 4 = 20 Marks)

2. Answer in 50 words for each.

- a) Write the importance of testimonials.
- b) How does the cover letter help a job seeker?
- c) Define business communication.
- d) Write a note on paralanguage.

Group-C (10 × 4 = 40 Marks)

3. Answer in 200 words for each.

- a) As a manager, what communication skills you must imbibe for effective business management?
- b) Explain the process of communication with example.
- c) What are the various barriers to communication process?
- d) Write the difference between a CV and a Resume.

Group-D (15 × 2 = 30 Marks)

4. Answer in 300 words for each.

- a) As a manager of a factory, write a letter to your transporter rejecting his proposal to enhance the transport tariff.
- b) Explain the process of CV / resume writing.

DOM 05 Human Resources and Organisational Behaviour

Answer all the questions as per the word limit specified in each section.

Group-A (1 × 10 = 10 Marks)

1. Answer in one word for each.

- a) _____ Management is that part of management process which is primarily concerned with the human constituents of an organisation.
- b) Ralph C. Davis has divided the objectives of personnel management in an organisation into _____ categories.
- c) The functions of HRM can be broadly classified into; managerial and _____ functions.
- d) Under _____ role the human resource manager looks after the safety, health, welfare etc. of employees.
- e) _____ is the process of collecting and analysing information about the tasks, responsibilities and the context of jobs available in the organisation.
- f) _____ the job in terms of its duties, responsibilities and purpose.
- g) _____ is the skills, abilities, qualifications, characteristics and attributes required/ possessed by a candidate to perform a particular job.
- h) _____ is the process of searching for prospective employees and stimulating them to apply for the job in the organization.
- i) _____ is giving employees a certain degree of autonomy and responsibility for decision-making regarding their specific organizational tasks.
- j) _____ results in collective agreements which lay down certain rules and conditions of service in an establishment.

Group-B (5 × 4 = 20 Marks)

2. Answer in 50 words for each.

- a) Identify factors those affect perception of an individual.
- b) How to identify the training needs of employees of an enterprise?
- c) How does job rotation help in acquiring new skills and knowledge?
- d) What are the benefits of employee empowerment?

Group-C (10 × 4 = 40 Marks)

3. Answer in 200 words for each.

- a) Explain the force-field diagram model of change by Kurt Lewin.
- b) How the employee empowerment reduces the cost of the organization? Discuss.
- c) Briefly explain the Theories of Learning.
- d) What is an orientation process? Explain the different stages followed during the orientation of a new employees.

Group-D (15 × 2 = 30 Marks)

4. Answer in 300 words for each.

- a) What do you mean by compensation structure? Explain the need for designing the compensation policy.
- b) Define Organizational Development? Discuss team building as an intervention of organizational transformation.

DOM 06 Finance and Accounting for Management

Answer all the questions as per the word limit specified in each section.

Group-A (1 × 10 = 10 Marks)

1. Answer in one word for each.

- a) _____ function means activities relating to planning, procurement, control and administration of funds used in business.
- b) _____ finance can broadly be defined as the activity concerned with planning, raising, controlling, administering of the funds used in the business.
- c) Finance decisions refers to the decisions concerning _____ matters of a business enterprise.
- d) Hedging means protection against _____.
- e) _____ is an art of recording, classifying & summarizing in terms of money & which include transactions of financial nature.
- f) $Assets = Capital + \underline{\hspace{2cm}}$.
- g) A _____ is a person or enterprise that owes money to another party.
- h) The gradual and permanent decrease in the value of an asset is known as _____.
- i) Assets whose value is constantly changing as the business proceeds like stock, debtors etc. are known as _____.
- j) Ratio analysis refers to the analysis and interpretation of the figures appearing in the _____ statements.

Group-B (5 × 4 = 20 Marks)

2. Answer in 50 words for each.

- a) What is book-keeping?
- b) What do you understand by journal?
- c) What is trial balance?
- d) What do you mean by finance?

Group-C (10 × 4 = 40 Marks)

3. Answer in 200 words for each.

- a) Explain the functions performed by a financial manager.
- b) 'Market price is an indicator of company's performance'. Discuss the factors which affect the market price of the share of a company.
- c) What are liquidity ratios? Discuss their significance.
- d) Write about "funds flow statement".

Group-D (15 × 2 = 30 Marks)

4. Answer in 300 words for each.

- a) What do you understand by finance function? Differentiate between traditional and modern approaches of finance function.
- b) A firm purchases a plant for a sum of Rs. 20,000 on 1st January, 2005. Installation charges are 4,000. Plant is estimated to have a scrap value of Rs 2,000 at the end of its useful life of five years. You are required to prepare the plant account for five years, charging depreciation according to the straight line Method.