

(2½ Hours)

[Total Marks : 75]

- N.B. :**
- (i) All questions are **compulsory**.
 - (ii) **Figures** to the **right** represent **marks**.
 - (iii) **Figures** to the **left** represent **question & sub-question numbers**.
 - (iv) Draw **neat** and **clean** diagrams, wherever necessary.
 - (v) **Answer** to every **new** question must begin on a new **page**.

1. (A) Match the columns suitably. (Any **Eight**)

8

Column I

Column II

- | | |
|----------------------------|-------------------------------------|
| 1) Typewriter | • HRM function in office management |
| 2) Office manual | • Stapler, u-pins, pencil, etc. |
| 3) Rotating chairs | • Barrier in communication |
| 4) CCTV | • Type of report |
| 5) Business Correspondence | • Authority and responsibility |
| 6) Work flow | • Business letters |
| 7) Annual report | • Security measure in office |
| 8) Language differences | • Office furniture |
| 9) Stationery | • Labor saving appliance |
| 10) Recruitment | • Details of the office work |

1. (B) State whether the following statements are **True** or **False**. (Any **Seven**)

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- 1) Office work is mainly concerned with clerical or paper work.
- 2) The use or introduction of automatic equipment in a manufacturing or other process is known as office automation.
- 3) Communication in an office can only be oral.
- 4) In a small office, the office manager acts as the organizer and supervisor.
- 5) Interview is a step in scientific selection of employees in an office.
- 6) Office supervision can be defined very simply as the willingness to exert towards the accomplishment of goal or need.
- 7) Business correspondence can be internal as well as external.
- 8) Training and development of the office employees will reduce the workforce.
- 9) The office system, when it takes place of a book, is called an office manual.
- 10) A report is an unorganized statement of facts relating to a particular subject.

2. (A) Mention the different types of furniture used in an office.

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(B) Elaborate the barriers in communication in brief.

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OR

2. Discuss in detail the various safety and security measures to be adopted in an office or an organization.

15

3. (A) What do you mean by the term 'office automation'? What are the different types of office machines?

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(B) State the procedure for preparation of a report with a diagram.

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Q. P. Code: 35212

OR

3. Explain in detail the merits and demerits of using computer as a mechanical device in an office. **15**
4. What is motivation? State the financial as well as non-financial incentives of motivation. **15**

OR

4. (C) Define training. What are the different methods of training used by an office executive in office management? **8**
- (D) Elaborate the duties and responsibilities of an office supervisor. **7**
5. (A) Explain the process of handling office mails. **8**
- (B) What is office or business correspondence? How is correspondence in a business important? **7**

OR

5. Write explanatory notes on. (Any Three) **15**
- 1) Control over office stationery
 - 2) Office manuals
 - 3) Layout of office building
 - 4) Work flow
 - 5) Features of communication