

Q.1.A. state whether the statements are true or false.(any eight) 08

- i) An office routine denotes how the work is to be done.
- ii) Nothing can motivate a worker appointed temporarily better than provision of job security.
- iii) The strict supervision of the supervisor encourages the employees to be more disciplined in their work.
- iv) The outer qualities of a good business letter referred to the appearance of the letter.
- v) Many companies use employee stock option plans to compensate, retain and attract employees.
- The operating cost is decreased because of the use of machines.
- vi) For rapid and accurate functioning of office labor saving appliances are needed.
- vii) A Typewriter is a computer software application.
- viii) Office Layout is an authoritative guide to office organization.
- ix) Office is not regarded as the administrative center of the organization.
- x) Communication is not very vital for organizations.

b. Match the columns. (Any seven) 07

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|---------------------|------------------------------|
| i) Automation. | a) Office Machine |
| ii) Word processor. | b) Reduce labour cost |
| iii) HRM. | c) Regulate human behaviour |
| iv) Discipline | d) Human resource management |
| v) Office manual | e) authoritative guide |
| vi) Office report | f) Written statement |
| vii) Recruitment | g) Repeatable pattern |
| iiiv) Training | h) Long term program |
| ix) Development | i) short term program |
| x) Workflow. | j) Hiring |

Q.2.a. Define the term communication. Write the features of communication. 08

b. State the barriers in effective communication. 07

OR

c. State communication with its classification. 08

d. What is an office building; explain in brief about size and layout in an office building. 07

Q.3.a. explain the uses and abuses of labour saving appliances. 15

OR

b. Define Recruitment? Explain the process of recruitment. 08

c. Distinguish between recruitment and selection. 07

Q.4.a. Define motivation and state the financial and non financial techniques of motivation. 15

OR

b. Explain various ways by which an office controls its office supplies and stationery. 08

c. How to handle outward mails in any business organization. 07

Q.5.a. What are the various routines of handling mail in an office? 08

b. Write a note on office routine. 07

OR

c. Write short notes on (any three) 15

i) Typewriter

ii) Calculators

iii) Office reception

iv) Office manual

v) Office building

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