

OFFICE MANAGEMENT

Time ; Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10 x 2 = 20)

- 1 Define 'Modern Office'.
- 2 State any two principles of Management.
- 3 What is Office layer?
- 4 Mention any two types of lighting system.
- 5 Define the term 'Record'.
- 6 Write any two objectives of office machines.
- 7 What is Indexing?
- 8 Explain about Vertical Filing.
- 9 What is Communication?
- 10 What is Mail Service?

SECTION - B (25 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 5 = 25)

- 11 a Examine the functions of Office Management.
OR
b Discuss the importance of organization
- 12 a State the principles of Office accommodation.
OR
b What are the various methods used to maintain proper ventilation.
- 13 a Mention any four types of Office furniture.
OR
b How to utilize computers in an office?
- 14 a Discuss the types of Indexing.
OR
b Examine the significance of office Record Management.
- 15 a Explain 'Internal communication'.
OR
b Write about the process of Communication.

SECTION - C (30 Marks)

Answer any **THREE** Questions

ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

- 16 Discuss the principles of Organization.
- 17 Explain about physical hazards in an office and suggest measures to overcome the hazards.
- 18 Differentiate between centralization and decentralization of office system,
- 19 Elaborate on the modern techniques used in maintaining records in an office.
- 20 What are the barriers to effective communication in an office.