

*Total number of printed pages—4*

**47 (3) OOMN 3-5**

**2011**

**OFFICE ORGANISATION AND MANAGEMENT**

**Paper : 3-5**

*Full Marks : 80*

Time : Three hours

*The figures in the margin indicate full marks  
for the questions.*

1. Fill in the blanks : 1×5=5
- (a) Office serves as the \_\_\_\_\_ centre.
  - (b) \_\_\_\_\_ is an essential part of a good filing system.
  - (c) \_\_\_\_\_ is a replacement of human labour with machines.
  - (d) \_\_\_\_\_ are the basic tools of all office work.
  - (e) Records are good \_\_\_\_\_ in the court of law.

*Contd.*

2. State whether the following statements are true or false :  $1 \times 5 = 5$

- (a) Classification and indexing are same.
- (b) Where volume of records is very high horizontal filing is suitable.
- (c) Correspondence includes both oral and written communications.
- (d) Filing is incomplete without indexing.
- (e) Calling quotations is one of the procedures of purchasing stationery.

3. Answer **any five** questions from the following :  $2 \times 5 = 10$

- (a) What is Office Management ?
- (b) What is indexing ?
- (c) What is an inter-com system ?
- (d) What is Bin Card ?
- (e) Mention *two* objectives of good filing system.
- (f) What do you mean by office forms ?

(a) State *two* differences between filing and indexing.

Answer in brief : (**any four**)  $5 \times 4 = 20$

(a) "Records management plays an important role in office management" — Elaborate.

(b) Define office correspondence. Differentiate between external and internal correspondence.

(c) Discuss briefly the role of an office manager in the management of a modern office.

(d) Discuss briefly the principles of office layout.

(e) Distinguish between centralised and decentralised system of filing.

(f) Write a brief note on the principles of records management.

Answer the following question elaborately :  $8 \times 5 = 40$   
(**any five**)

(a) What is an Office ? Discuss briefly the function of a modern office.

(b) Who is an office manager? Briefly explain the qualifications and functions of an office manager.

(c) What are the important labour saving office appliances? Briefly describe any four of them.

*Or*

You have been asked by your employer to choose an office location. What factors will you consider in doing so?

(d) What is centralised filing? Discuss its merits and demerits.

*Or*

How a good system of indexing benefits an organisation? Explain.

(e) What do you understand by continuous stationery? What are the advantages in using such stationery in modern office?

*Or*

Write a note on the importance and methods of office cost control.

(f) State the advantages and disadvantages of office automation in present scenario.