

Total No. of printed pages = 4

47 (3) OOMN 3.5

2012

**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. Answer all the questions : 1×10=10
  - A. State whether the following statements are true or false :
    - (a) Tender method of buying consumes more time than negotiations while purchasing office stationery.
    - (b) Cardboard filing is a modern method of filing.
    - (c) Under record retention schedule, bank and insurance records of employees are permanent.

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(d) Overstocking and understocking of stationery must be avoided.

(e) Wage-slips, vouchers and travelling allowance bills are external office forms.

B. Fill in the blanks :

(f) Records are good \_\_\_\_\_ in the court of law.

(g) Oral communication is \_\_\_\_\_ expensive as compared to written communication.

(h) Delegation of authority implies shifting of \_\_\_\_\_ from superior to subordinate.

(i) Automation leads to \_\_\_\_\_.

(j) Office forms facilitate \_\_\_\_\_.

2. Answer all the questions :

2×5=10

(a) Define office.

(b) Define correspondence.

(c) What is bin card ?

(d) What is internal communication ? Give an example.

(e) What is quotation buying method ?

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Answer the following in brief (any four) :

5×4=20

(a) Discuss the various barriers to communication.

(b) Briefly discuss the advantages and disadvantages of automation in offices.

(c) What are the benefits of a good organisation ? Briefly explain.

(d) Write a note on importance of office cost control.

(e) Briefly discuss the qualifications and qualities of a good office manager.

(f) Discuss the principles of record management.

(g) Discuss the five most essential principles of a good filing system.

4. Answer any five questions :

8×5=40

(a) Explain the factors determining location of business houses.

(b) Explain the functions of office management. Define scientific office management.

6+2=8

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- (c) Explain the important aspects to be considered while designing office forms.
- (d) What do you understand by continuous stationery? What are the advantages of such use of stationery in modern offices?  
2+6=8
- (e) Write short notes on : 4+4=8  
(i) Office security.  
(ii) Prevention of fraud.
- (f) Define communication. Briefly discuss the process of communication with a diagram.  
2+6=8
- (g) Explain the modern methods of filing.
- (h) Discuss the importance of office layout, lighting and ventilation from the point of view of efficiency of work.