

Total number of printed pages-4

47 (3) OOMN 3-5

2013

**OFFICE ORGANISATION &
MANAGEMENT**

Paper : 3-5

Full Marks : 80

Time : Three hours

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

1. Give very short answers : 1×10=10
- (a) What is an office ?
 - (b) Define filing.
 - (c) What is bin card ?
 - (d) What is indexing ?
 - (e) Fill in the gaps :
 - (i) Chronological classification implies classification according to _____.
 - (ii) Budgetary control is a system of controlling _____.

Contd.

- (iii) Records are good _____ in court of law.
- (f) State whether the following statements are true or false :
- (i) Forms help in fixing responsibility of person.
- (ii) Feedback is not important in communication process.
- (iii) Classification and indexing are same.

2. Give short answers : *(any five)* $2 \times 5 = 10$

- (a) What do you mean by office layout ?
- (b) Define office supplies.
- (c) Mention *two* principles of a good records management system.
- (d) What is budgetary control ?
- (e) Who is an office manager ?
- (f) What do you mean by office automation ?
- (g) Give *four* examples of continuous stationary in an office.

Answer *any four* : $4 \times 5 = 20$

- (a) Write in brief about the role of an office manager in the management of a modern office.
- (b) Discuss the factors determining size of an office.
- (c) Discuss the principles of office layout.
- (d) Differentiate between centralised and decentralised correspondence.
- (e) Discuss the *five* most essential principles of a good filing system.
- (f) Explain in brief the dysfunctionality of office.
- (g) State some measures of preventing frauds in an office.

4. Answer *any five* :

- (a) Discuss briefly the function of a modern office. 8
- (b) What do you understand by office communication ? Discuss the various barriers to office communication. 2+6=8

Or

“Forms are the basic tools of all office work.” Discuss the statement with reference to the role of forms in office work. 8

(c) Discuss the various modern methods of filing. 8

(d) Explain the importance and methods of office cost control. 4+4=8

Or

What do you mean by office accommodation? Why it is necessary? Explain the factors influencing choice of office accommodation. 2+2+4=8

(e) What are the important labour saving office appliances? Briefly describe *any four* of them. 8

(f) State the case for and against "automation" with suitable examples. 4+4=8

Or

Explain the points to which attention should be paid in designing office forms. 8

(g) Discuss the complete plan of office stationery control. 8