

Total number of printed pages-4

47 (3) OOMN 3-5

2014

**OFFICE ORGANISATION &
MANAGEMENT**

Paper : 3-5

Full Marks : 80

Time : Three hours

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

1. (a) Fill in the gaps : 1×5=5
- (i) A modern office can't _____ in isolation.
 - (ii) Automation leads to _____.
 - (iii) The records maintained under various laws like Income Tax Act., Sales Tax Act., Companies Act. etc. are called _____ records.
 - (iv) Overstocking or _____ of stationary must be avoided.
 - (v) Office correspondence includes only _____ communication.

Contd.

(b) State whether the following statements are true or false. 1×5=5

- (i) Office serves as facilitator to all other departments.
- (ii) Delegation of authority is an essential step in organising office.
- (iii) Maintenance of records is an administrative function of office.
- (iv) Filing is incomplete without Indexing.
- (v) Office work is basically concerned with planning.

2. Give short answer on : *(any five)* 2×5=10

- (a) Who is an office manager ?
- (b) Define tender system for purchase of office stationery.
- (c) Write two significance of office forms.
- (d) What is indexing ?
- (e) Mention two objectives of good filing system.
- (f) What do you mean by office layout ?
- (g) What is budgetary control ?

5×4=20

Answer *(any four)* :

(a) Explain your views on the effects of good office condition on the workers and their work.

- (b) Briefly discuss the importance of office management.
- (c) Briefly explain the principles of records management.
- (d) Distinguish between horizontal filing and vertical filing system.
- (e) Write a note on the various factors taken into consideration while choosing the location of an office building.
- (f) "An office is to a business what the main spring is to a watch". Explain the statement.
- (g) Discuss any four types of continuous office stationery.

4. Answer *(any five)* :

- (a) Define office. Explain in brief the functions of a modern office. 2+6=8
- (b) Define automation. Discuss any three positive and any three negative effects of automation. 2+3+3=8

Or

Describe the qualifications and qualities required by a good office manager. 8

- (c) What do you mean by design of office forms? Discuss the factors influencing design of office forms. 2+6=8
- (d) Explain in brief the functionality and the dysfunctionality of modern office. 4+4=8

Or

Discuss in brief the various modern methods of filing. 8

- (e) What do you mean by office communication? Also state the various barriers to office communication. 2+6=8
- (f) Write in brief about *any four* important labour saving appliances. 8

Or

Write a note on the importance of indexing. Also explain in brief about *any two* methods of indexing. 2+3+3=8

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

Or

Define office system. Briefly discuss *any three* objectives of a good office system. How fraud can be minimised in an office? 2+3+3=8