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**BSSI-015**

**DIPLOMA IN MODERN OFFICE  
PRACTICE (DMOP)**

**Term-End Examination**

**December, 2020**

**BSSI-015 : OFFICE PROCEDURE**

*Time : 2 Hours*

*Maximum Marks : 50*

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**Note :** *Answer the questions as per instructions.*

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**Part—A**

**Note :** All questions are compulsory.

1. Indicate whether the following statements are True (T) or False (F) : 1 each
  - (a) Office work is concerned only with regards to management.
  - (b) The problems of change are to be tackled with the help of information.
  - (c) All the tasks in an office are interrelated and supplementary to each other.

- (d) Personal qualities, i. e. self-control of managers go a long way in making a leader.
- (e) Open space offices are not economical in physical aspect.
- (f) Records only provide history of the business and are not relevant for further decision.
- (g) An effective stock control system is not necessary to have optimum stocks and reducing costs.
- (h) Machines and equipment are the tools used due to the needs of efficiency and standardization of routine office operations.

2. Fill in the blanks : 1 each

- (a) In every organisation information is received from two sources ....., .....
- (b) The concept of functional organization was given by .....

- (c) A ..... degree angle should be allowed at the elbows for typing.
- (d) Records act as ..... unit of the organization.
- (e) ..... is unique 6 digit number shortly known as PIN code.
- (f) A form is a ..... record which has space for entering information.
- (g) ..... record on paper roll cash receipt.
- (h) The EPABX means .....

**Part—B**

3. Write short notes on any *five* of the following :

5×4=20

- (a) Public Relations
- (b) Cash Department
- (c) Filing Department
- (d) On-the-job training
- (e) Sanitation and cleanliness
- (f) Cafeteria
- (g) Office security system

**Part—C**

**Note :** Answer any *two* questions. 2×7=14

4. (a) What do you mean by Office Management ?  
Discuss the elements of office management.
- (b) Discuss the important principles of location of office.
- (c) Explain various methods of purchasing stationery.