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BSSI-015

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

Term-End Examination

December, 2023

BSSI-015 : OFFICE PROCEDURES

Time : 2 Hours

Maximum Marks : 50

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

Part—A

Note : *All questions are compulsory.*

1. Indicate whether the following statements are True (T) or False (F) : 1×8=8
 - (a) The office in addition to primary functions is required to perform certain functions which are incidental to primary functions.
 - (b) All kinds of information and figures are available in office.
 - (c) All the tasks in an office are not interrelated and supplementary to each other.

P. T. O.

- (d) Delivery of e-mail is almost guaranteed as losing of the mail in cyberspace is very rare.
- (e) For using Accounting machines, skilled and trained staff is not required.
- (f) Forms are not the basic tool of office operations.
- (g) Posting of mail is the first step in the procedure of handling outgoing mail.
- (h) In the PIN code number, the first two digits denote the areas.

2. Fill in the blanks : 1×8=8

- (a) Any type of communication coming to an organisation is termed as Incoming mail.
- (b) Invoices, vouchers, purchase orders, cash receipt are types and examples of form.
- (c) The full form of PA system is
- (d) Under the system, the authority flows from top to bottom.
- (e) The concept of functional organisation was given by
- (f) The right to give orders and the power to exact obedience is

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- (g) A degree angle should be allowed at the elbows for typing.
- (h) The back seat rest should be easily adjustable and inches wide.

Part—B

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

5×4=20

- (a) Role of Marketing Department with office
- (b) *Two* elements of office management
- (c) *Two* principles of organisation
- (d) Decentralisation of Authority
- (e) Office layout
- (f) Yoga and Meditation Centre
- (g) Office Records on the basis of Format

Part—C

4. Answer any *two* questions :

2×7=14

- (a) Discuss the guiding principles for selecting a suitable cabinet for office.
- (b) Explain the types of office forms which are commonly used in office.
- (c) What are the objectives of mechanization in office ?