

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

**Term-End Examination**

**December, 2022**

**BSSI-015 : OFFICE PROCEDURE**

*Time : 2 hours*

*Maximum Marks : 50*

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**Note :** *Answer all the questions as per instruction.*

*Part A : All questions are compulsory.*

*Part B : Answer any five.*

*Part C : Answer any two.*

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**PART A**

**All questions are compulsory.**

1. Indicate whether the following statements are True (T) or False (F) : 8×1=8
- (a) Business organisation is considered as a social institution.
  - (b) L.A. Allen gave the concept of functional organisation.
  - (c) Decentralization denotes transference of authority from the lower level to the higher level.

- (d) The height of an adjustable keyboard should adjust between 23" and 28" to accomodate most — but not all users.
- (e) Vertical filing is a method of traditional filing.
- (f) Photocopier cannot work as printer and scanner.
- (g) Dictating machines are only mechanical.
- (h) The full form of LCD is Liquid Crystal Display.

2. Fill in the blanks :

8×1=8

- (a) \_\_\_\_\_ is used to destroy confidential or sensitive documents when not required in office.
- (b) A \_\_\_\_\_ is an abbreviation of Facsimile.
- (c) Invoices, vouchers, PO and cash receipts are \_\_\_\_\_ forms.
- (d) \_\_\_\_\_ is a customized door-to-door individualized delivery service.
- (e) For those using footrest, \_\_\_\_\_ must be calculated with the legs in place on the footrest.
- (f) \_\_\_\_\_ is a data bank of an organisation.
- (g) Due to \_\_\_\_\_, supervisory costs are lowered.
- (h) \_\_\_\_\_ department is headed by a legal expert.

## PART B

3. Write short notes on any *five* of the following : *5×4=20*

- (a) On the Job Training vs. Off the Job Training
- (b) Line and Staff Organisation
- (c) Elements of Delegation
- (d) Importance of Reward
- (e) Speed Post
- (f) Scanner vs. Fax
- (g) Significance of Office Forms

## PART C

4. Answer any *two* questions :

2×7=14

- (a) Discuss the various functions of an office in context with the Administrative functions.
  - (b) Explain any seven principles of Organisation.
  - (c) What are the objectives of mechanization in offices ?
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