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**BSSI-015**

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

**Term-End Examination**

**June, 2022**

**BSSI-015 : OFFICE PROCEDURES**

*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) : 8×1=8
  - (a) An office is a place where business is transacted or professional services are available.
  - (b) Office is the link between the public and the business.

**P. T. O.**

- (c) The management in a business enterprise is like lungs in the human body doing its various functions.
- (d) There are 3 essential elements of Office Management.
- (e) Modern age is the age of specialisation.
- (f) Decentralisation means delegation of power to take business decisions at lower levels of management.
- (g) If the size of the business is big, line type of organisation is the best and the cheapest.
- (h) Open plan layout provides greater level of concentration.

2. Fill in the blanks : 8×1=8

- (a) The envelope is ..... to calculate the correct amount of postage stamps.
- (b) ..... and benefit to be accrued from the use of new form needs to be studied.
- (c) Office ..... items are the essential tools to carry out office operations.

- (d) Economy, efficiency, ..... and transparency are the factors to be kept in mind while purchasing the stationery.
- (e) Office ..... means use of machines and equipment in office.
- (f) ..... are large format inkjet printers.
- (g) E-mail is a method of exchanging digital messages instantaneously across the ..... with the help of e-mail address.
- (h) Full form of LCD is .....

**Part—B**

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

5×4=20

- (a) Automated stock control system
- (b) Significance of office forms
- (c) Franking machine
- (d) Types of authority
- (e) Line organisation
- (f) Nature of office services
- (g) Changing scenario of office

**Part—C**

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

- (a) Bring out clearly the relationship of office with marketing and production department.
- (b) Explain the major processes of office management.
- (c) What are the steps for introduction of a new form ?