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BSSI-015

DIPLOMA IN MODERN OFFICE

PRACTICE (DMOP)

Term-End Examination

June, 2023

BSSI-015 : OFFICE PROCEDURE

Time : 2 Hours

Maximum Marks : 50

Note : *Answer the questions as per instructions.*

(i) **Part A :** *All questions are compulsory.*

(ii) **Part B :** *Attempt any **five** questions.*

(iii) **Part C :** *Attempt any **two** questions.*

Part—A

Note : All questions are compulsory.

1. Indicate whether the following statements are

True (T) or False (F) : 8×1=8

(a) Inkjet Printers and Laser Printers are the most popular printer types for business use.

P. T. O.

- (b) Full form of EPABX is Electronic Private Automatic Board Exchange.
 - (c) Physical forms are printed on paper and are filled manually.
 - (d) EMS means Express Mobile Service.
 - (e) E-mail has given rise to paperless office.
 - (f) Index is an aid to the record management system.
 - (g) In lateral filing cabinets, files are placed upwards.
 - (h) The Board of Directors of a company is an example of functional organisation.
2. Fill in the blanks : 8×1=8
- (a) deptt. maintains records of the organisation for future reference.
 - (b) is the obligation of a subordinate to perform the duty assigned to him.
 - (c) According to George R. Terry, “an individual’s performance is significantly conditioned by the in which he works”.

- (d) Traditional paper records is a type of office records.
- (e) A letter opening machine can open letters per minute.
- (f) is used to weigh outgoing mail to ascertain the postage stamps to be affixed on it.
- (g) technology creates, displays and interacts with documents and forms.
- (h) A is a small and light personal computer designed for mobile users.

Part—B

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

5×4=20

- (a) Techniques of safeguarding data
- (b) Automated stock control system
- (c) Speed Post
- (d) Handling of Physical mail
- (e) Objectives of Office Layout
- (f) Types of Authority
- (g) Elements of Office Management

Part—C

4. Answer any *two* questions. 2×7=14
- (a) What are the advantages of centralization of office services ?
 - (b) What factors should be kept in mind when choosing the right type of organisation for an enterprise ?
 - (c) What factors should an office manager keep in mind while selecting office machines ?