

DIPLOMA IN MODERN OFFICE

PRACTICE (DMOP)

Term-End Examination

June, 2024

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 :** *Write short notes on any **four** of the following.*
- (iii) **Part C :** *Attempt any **two** questions.*

Part—A

1. Indicate whether the following statements are True (T) or False (F) : 1×8=8
 - (a) An office is a place where neither business is transacted nor any professional services are available.

- (b) The job of an office is not only making the assets available but also to safeguard the same.
 - (c) Cash department mainly deals with revenue, income and expenditure of the entire business.
 - (d) Training for an office manager is a one-time job.
 - (e) Under off-the-job training, the office manager receives instructions and training away from his job i.e. from outside agencies.
 - (f) F. W. Taylor gave the concept of functional organisation.
 - (g) A form is an unstructured record which has no space for entering information.
 - (h) Full form of LCD is Liquid Communication Display.
2. Fill in the blanks : 1×8=8
- (a) Data warehousing and are two commonly used techniques to safeguard data from any possible misuse and loss.

- (b) Plotters are large format printers.
- (c) A FAX is a abbreviation for
- (d) A seat height should be in the range of off the floor to suit most of the users.
- (e) Under, a subordinate receives order from one boss only, hence no confusion.
- (f) is one of the training methods adopted for training office managers.
- (g) Page and card are types of
- (h) A is a person or a company which delivers messages, packages and main in person.

Part—B

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

4×5=20

- (a) Accounts Department
- (b) Status of Office Manager
- (c) Airmail Services

P. T. O.

- (d) Safety and Security of Data
- (e) Electronic Mail
- (f) Importance of Records

Part—C

4. Answer any *two* questions. 2×7=14
- (a) Discuss the important departments of an office.
 - (b) What do you mean by Decentralization of Authority ? What are the advantages of decentralization ?
 - (c) Explain the benefits of using office forms.