

Roll No. ....

Total No. of Pages : 2

**1(ADS)1**

**PRINCIPLES OF OFFICE MANAGEMENT**

**XIII-O**

Time : Three Hours]

[Maximum Marks : 100

**Note :-** (i) Each question or part thereof shall begin on a fresh page.  
(ii) Your answers should be precise and coherent.  
(iii) Attempt any **FIVE** questions. All questions carry equal marks.

1. What are the functions of a modern office ? How are they different from administrative management functions ? What are the challenges of future that the office faces today ?
2. How the scientific management in office can be applied ? Discuss.
3. "Reports are the means by which members of an organisation influence each other in decision making". What is the significance of reports in office management ?
4. Write on any **three** of the following :
  - (i) Purpose of Filing
  - (ii) Factors affecting Index System
  - (iii) Crosswise Communication
  - (iv) Decentralized Correspondence
  - (v) Planning the Mail Service.
5. What is office layout ? Why is it important ? What objectives should be kept in mind while laying out an office ?
6. Good ventilation in the office is the prerequisite for increasing the efficiency of the office staff. Discuss.

7. What do you understand by the term 'Office Organisation' ? Describe its principles.
8. Define Office Supervision. Discuss the factors which are essential for effective Supervision.
9. 'High morale is likely to be associated with superior motivation and accomplishment and low morale with frustration and lack of drive'. In the light of this statement, bring out the significance of high morale.
10. What do you understand by Office System ? How is it planned ?