

**TERM END EXAMINATION – DECEMBER, 2018**  
**Diploma in Office Management (DOM)**  
**DOM-02: Office Management**

Time - 3 Hours

Full Marks - 100

*Answer ten MCQ questions from Group - 'A', any four questions from Group - 'B', any four questions from Group - 'C' and any two questions from Group- 'D'*

**GROUP 'A'**

**Q. No. 1 Multiple Choice-type Questions**

**Marks: 1x10=10**

- i. What is the purpose of indexing:  
a) Save time                      b) Save duties                      c) Save tax                      d) Save authority
- ii. The term recruitment is related to:  
a) Objective                      b) Filing                      c) Employment                      d) Globalisation
- iii. The term e-office is related to:  
a) Planning based                      b) Computer based                      c) Mass based                      d) Company based
- iv. Which of the following is not related to office:  
a) Files                      b) Stationary                      c) Computer                      d) Entertainment
- v. Post office is an example of:  
a) Private office                      b) Government office                      c) Joint sector                      d) Cooperative
- vi. Which of these is not included in record management process:  
a) Creation of records                      b) Mention of records  
c) Use of records                      d) Disposal of records
- vii. Horizontal filing system is an example of:  
a) Modern filing                      b) Traditional filing                      c) Urgent filing                      d) Relative filing

- viii. Which factor you need not consider while selecting office machines:  
a) Durability                      b) Quality                      c) Functionality                      d) Look
- ix. Office stationeries may broadly be divided in to:  
a) Two types                      b) Three types                      c) Four types                      d) Five types
- x. Which is not a prerequisite quality of a supervisor:  
a) Leadership                      b) Understanding                      c) Rule of thumb                      d) Communication

### **GROUP-B**

**Q. No. 2 Answer any four questions (each within 50 words). (5×4= 20 Marks)**

- a) Define an office and mention some office activities.
- b) Explain different types of offices.
- c) What are the advantages of an open office?
- d) What do you mean by 'Span of Supervision'?
- e) Explain 'Record Management'.
- f) What are the characteristics of effective control system?

### **GROUP-C**

**Q. No.3 Answer any four questions (each within 200 words). (10×4=40 Marks)**

- a) Discuss the various factors contributing to the growth of office work.
- b) Explain the importance of the location of an office considering its problems.
- c) What are the essentials of a good filing system?
- d) Briefly describe the content of a business letter.
- e) Discuss the advantages of mechanization in an office.
- f) "Planning is an empty exercise without controlling"- Comment.

### **GROUP-D**

**Q.No.4 Answer any two questions (each within 250 words). (15×2=30 Marks)**

- a) Explain 'Record Management'. What types of records are kept at the office of a Business Organization?
- b) What do you understand by "Office Management"? Discuss the functions of modern office.
- c) Describe the procedure for maintaining incoming and outgoing mail of an office.
- d) What do you understand by control system? Discuss the importance of control system in business organization.