

(4)

- (b) Discuss the objectives of office layout and the principles on which it should be based.
- (c) What do you mean by control system? Discuss the importance of control system in business organization.

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Total No. of Questions : 4]

[Total No. of Printed Pages : 4

Course Code
DOM - 02

Term End Examination - December, 2019

OFFICE MANAGEMENT

Diploma in Office Management (DOM)

Time : 3 hours

Full Marks : 100

The figures in the right-hand margin indicate marks

Answer **all** Groups as directed

Group—A

1. Answer *all* the questions, each within 1 word or 1 sentence : 1×10=10
- (a) What do you mean by office supervision?
- (b) Give examples of office stationeries.
- (c) Broadly divide office stationeries into different categories.
- (d) Differentiate between Data and Information.
- (e) Explain various activities of an office.
- (f) What is meant by filing?

(2)

- (g) What do you mean by office supplies?
- (h) What are the controlling techniques?
- (i) Distinguish between Record and File.
- (j) What do you mean by 'Span of Supervision'?

Group—B

- 2.** Answer any *four* questions each within
100 words : 5×4=20
- (a) What are the different methods of purchasing stationery?
 - (b) What are the various factors that affect plant layout?
 - (c) What are the functions of a supervisor?
 - (d) What are the advantages of centralized mailing service of an office?
 - (e) Explain the concept of 'record management'.
 - (f) What are the essentials of a good filing system?

(3)

Group—C

- 3.** Answer any *four* questions each within
200 words : 10×4=40
- (a) Write what do you know about control as a feedback system.
 - (b) "Office automation involves huge capital investment." Explain.
 - (c) What is the relation of office with other departments in a business?
 - (d) "Planning is an empty exercise without controlling." Comment.
 - (e) "Supervision should be people minded rather than production minded." Discuss.
 - (f) "Planning bridges the gap between the present and the future." Explain.

Group—D

- 4.** Answer any *two* questions each within
300 words : 15×2=30
- (a) Explain the role and functions of office manager in business organizations.