

APRIL/MAY 2024

**DOCM45A/GOCM45A — OFFICE
MANAGEMENT**

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What is an office?
2. Classify the various types of office.
3. List out the characteristics of a good filing system.
4. Write a note on Indexing.
5. What do you mean by office record management?
6. Mention the types of forms used in office.
7. List the objects of mechanisation.
8. Give examples of office equipments.
9. What are the objectives are expected to be achieved by standardisation?
10. Identify the need of office manuals.

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) Encompass the concept of paperless office.

Or

(b) Briefly explain the duties of an office manager.

12. (a) Bring out the advantages of centralized filing system.

Or

(b) Highlight the purpose of Indexing.

13. (a) Enumerate the objectives of form control.

Or

(b) Appraise the importance of record keeping management.

14. (a) Illustrate the principles for selection of office machines.

Or

(b) Specify the steps to improve office security.

15. (a) Highlight the importance of office work measurement.

Or

(b) Bring out the steps in preparing office manuals.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Elaborate the administrative functions of office.

17. Discuss the types of Indexing used in the business organization.

18. Elucidate the principles of record management.

19. Explain the various types of office machines.

20. Analyze the different ways of measurement to be undertaken in office work.

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DOCM45A — OFFICE MANAGEMENT

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Give the meaning of office.
2. State the concept of paper less office.
3. Define filing.
4. What is Indexing?
5. State the any two advantages of office forms.
6. What do you understand by record management?
7. Define office machines.
8. State the meaning of office security.
9. What is office work?
10. What do you understand by office manual?

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SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) State the importance of an office in an organisation.

Or

(b) Mention the duties of an office manager.

12. (a) What are the essentials of good filing system?

Or

(b) Show the various types of indexing.

13. (a) Describe the principles of office form designing.

Or

(b) Show the various types of records kept in a business organisation.

14. (a) Bring out the importance and objectives of office machines and equipment's.

Or

(b). Explain the steps involved in improving the office safety.

15. (a) Discover the different ways of measuring office work.

Or

(b) Show the various types of office manuals.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Analyse the various functions of an office.

17. Explain the different methods of filing.

18. Briefly explain the principles of records management.

19. Mention the important office security hazards and steps to improve office security.

20. Describe about the techniques of setting office standards.

APRIL/MAY 2022

DOCM45A — OFFICE MANAGEMENT

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What do you mean by office?
2. State the various functions of office.
3. Why indexing is required?
4. What do you mean by centralized filing system?
5. What is form-control?
6. List any four types of records kept in business organisation.
7. What are the safety hazards?
8. State the steps to improve office security.
9. List down the difficulties in meaning office work.
10. What do you meant by work standard?

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

11. (a) State the concept of paperless office.

Or

17. (b) Write a note on virtual office.

12. (a) What are the importances of filing?

Or

18. (b) Explain the various types of filing.

13. (a) What are the principles of form designing?

Or

19. (b) State the importance of record keeping.

20. (a) State the importance of office machines.

Or

15. (a) State the different ways to measure office work.

Or

(b) Explain the various steps involved in preparing office manual.