

**DIPLOMA IN MODERN OFFICE
PRACTICE (DMOP)**

Term-End Examination

December, 2024

BSSI-015 : OFFICE PROCEDURES

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**.*

(iii) **Part C :** *Attempt any **two** questions.*

Part—A

1. Indicate whether the following statements are true (T) or false (F) : 8×1=8

(a) Office mechanization means use of machines and equipments in office.

- (b) Digital signature solutions are used by end-users to digitally sign the documents.
- (c) Mobile filing system are most commonly used in central filing rooms.
- (d) Vertical filing is a traditional method of filing.
- (e) Records do not provide history of the business activities.
- (f) The height of an adjustable keyboard support should be above 30 inches to accommodate most, but not for all users.
- (g) Decentralisation does not promote any kind of team spirit among its workers working in different units.
- (h) L. A. Allen gave the concept of functional organisation.

2. Fill in the blanks :

1×8=8

- (a) J. C. Denyer defined office to be a place where operations are carried on.
- (b) is headed by a legal expert.

- (c) The basic processes involved in the management of any business organisation are planning, organising and
- (d) The principle of says that for effective supervision, the number of subordinates who work under an immediate supervisor should be limited.
- (e) is the power to make decisions which guide the actions of others.
- (f) Closed plan layout provides greater level of
- (g) lighting is the best for office usage.
- (h) E-mails, databases, intranet and web pages are examples of records.

Part—B

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

4×5=20

- (a) Elements of Office Management
- (b) Status of Office Manager
- (c) Objectives of Office Layout

- (d) Handling of Electronic Mail
- (e) Airmail Services
- (f) Meaning and significance of Office Forms

Part—C

4. Answer any *two* questions. 2×7=14

- (a) Discuss the meaning and objectives of office mechanization.
- (b) Write short notes on the following :
 - (i) Copying Machines
 - (ii) Accounting Machines
 - (iii) Calculating Machines
- (c) Discuss the essentials of good filing system.

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