

- Q.16 How does the environment of an office affect employee productivity?
- Q.17 What are the key steps involved in incoming mail procedures?
- Q.18 Discuss the difference between Speed post and Registered post.
- Q.19 What is indexing? Explain with an example.
- Q.20 What is the difference between office system and routine?
- Q.21 What is the principle of record-making in office management?
- Q.22 What are the type of office records commonly maintained?

#### SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)
- Q.23 Discuss in detail the elements of the office management.
- Q.24 What includes in planning of office systems and routines?
- Q.25 Discuss the Principles of Record making.

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#### 5th Sem / Finance, Accounts & Auditing

#### Subject : Office Procedures

Time : 3 Hrs.

M.M. : 60

#### SECTION-A

**Note:** Multiple choice questions. All questions are compulsory (6x1=6)

- Q.1 What is the primary function of office management?
- To ensure timely delivery of goods
  - To organize and coordinate office activities
  - To manage the finances of the organization
  - To supervise staff in the office
- Q.2 Which of the following is an element of office management?
- Office automation
  - Organizing office supplies
  - Employee welfare
  - All of the above

- Q.3 What does the term “office layout’ refers to?
- The arrangement of office furniture and equipment
  - The financial management system of an office
  - The process of managing office documents
  - The planning of work shifts for employees
- Q.4 Which is not a key component of modern office environment?
- Efficient use of space
  - Smart use of technology
  - High employee turnover
  - Comfortable working conditions
- Q.5 Which of the following is the first step in the security of an office?
- Providing uniforms for employees
  - Ensuring a proper filing system
  - Conducting background checks for employees
  - Securing office equipment with locks
- Q.6 What is the primary function of stationary in an office?
- To maintain a supply of office consumables
  - To ensure that the office has aesthetically pleasing decor
  - To ensure proper organization of office files
  - To maintain records of office expenses

### SECTION-B

**Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 A centralized file management system is beneficial for large organizations with multiple departments. (True/False)
- Q.8 Registered post is generally used for sending routine business letters. (True/False)
- Q.9 Speed post is a fast and reliable mail service for urgent deliveries. (True/False)
- Q.10 Traditional filing methods use physical storage, which can be inefficient and take up space. (True/False)
- Q.11 Electronic mail (email) is an obsolete method of communication in modern offices (True/False)
- Q.12 A modern office layout should allow flexibility for future expansion or changes.(True/False)

### SECTION-C

**Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

- Q.13 What is Modern Office? Give a brief introduction.
- Q.14 Explain in brief the Security of Office.
- Q.15 What is the importance of office layout in modern office management?