

DIPLOMA IN MODERN OFFICE

PRACTICE (DMOP)

Term-End Examination

December, 2025

BSSI-015 : OFFICE PROCEDURE

Time : 2 Hours

Maximum Marks : 50

Note : *Answer the questions from all Parts as per instructions.*

Part—A

Note : *All questions are compulsory.*

1. Indicate whether the following statements are True (T) or False (F) : 8×1=8
 - (a) Office work is concerned only with regards to management.
 - (b) It is not the responsibility of an office manager for implementation of policies.

- (c) Authority is the power to make decisions which guide the actions of others.
- (d) The relevant documents should be filed in a tidy manner and well in time.
- (e) Mail received electronically requires an elaborate handling procedure.
- (f) Stock control software suites are commonly used by business organizations to save time and energy in managing their stocks.
- (g) With the use of digital technology, a photocopier effectively consists of an integrated scanner and laser printer.
- (h) In decentralization setup there is no problem of co-ordination.

2. Fill in the blanks : 8×1=8

- (a) No business can exist without
- (b) Records are arranged and stored in a neat, orderly and efficient manner by the process of

- (c) is very high speed express service for letters and documents with time-bound delivery across the nation and around the world.
- (d) A form is a record which has space for entering information.
- (e) record on paper-roll cash receipts.
- (f) Records may be in the traditional form of paper or in form.
- (g) Office work must be performed with maximum efficiency and at a minimum
- (h) The EPABX means

Part—B

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

5×4=20

- (a) Personnel department
- (b) Functional organization
- (c) Open *vs.* Closed plan layout
- (d) What are the modern techniques of filing ?

- (e) Describe any *four* types of office forms.
- (f) Explain the use of the following machines :
 - (i) Printer
 - (ii) PA System
- (g) Basic principles of delegation
- (h) LCD projector

Part—C

4. Answer any *two* of the following questions :

2×7=14

- (a) Define office management and state all the important activities which are included in office management.
- (b) Explain the term 'organisation'. What do you understand by the following ?
 - (i) Line organisation
 - (ii) Committee organisation
- (c) Explain in brief the principles of effective and efficient filing.

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