

Seat No.	
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B.C.A. (Commerce) (Part - I) (Semester - I)
Examination, November - 2016
OFFICE MANAGEMENT & COMMUNICATION (Paper - 105)
Sub. Code : 59573

Day and Date : Thursday, 10 - 11 - 2016

Total Marks : 80

Time : 2.30 p.m. to 5.30 p.m.

- Instructions :**
- 1) All questions carry equal marks.
 - 2) Solve any four questions from Q.No.1 to Q.No.7.
 - 3) Question No. 8 is compulsory.

Q1) Define office Management and explain different functions of office Management.
[16]

Q2) What is office Layout and explain various factors affecting on office Layout.
[16]

Q3) Define office environment and explain different elements of office environment.
[16]

Q4) Define communication and explain the characteristics and importance of communication.
[16]

Q5) What is formal and Informal communication. Explain in brief its advantages and disadvantages.
[16]

Q6) Write different barriers to effective communication and explain remedies for improving effectiveness of communication.
[16]

Q7) What is E-communication and explain benefits and limitations of E-communication.
[16]

P.T.O.

Q8) Write short Answers (Any Four)

- a) Activities of office.
- b) Principles of location of office.
- c) E-office.
- d) Role of communication in business organisation.
- e) Urban versus suburban location.
- f) Objectives of office layout.

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