

N-568

Total No. of Pages : 2

Seat No.	
-------------	--

B.C.A. (Faculty Commerce) (Part - I) (Semester - I)

Examination, April - 2016

OFFICE MANAGEMENT & COMMUNICATION

Sub. Code : 59573

Day and Date : Monday, 18 - 04 - 2016

Total Marks : 80

Time : 11.00 a.m. to 2.00 p.m.

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

Q1) Define office management and explain various functions of office management. [16]

Q2) What is office layout and describe the various factors affecting on office layout. [16]

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

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

Q5) What is formal and informal communication with its advantages and disadvantages. [16]

Q6) What is communication process and explain the steps in communication process in details. [16]

P.T.O.

Q7) What is E-communication? Explain the benefits and limitations of E-communication. [16]

Q8) Write short answers (any four): [16]

- a) Location of office.
- b) E-office.
- c) Elements of office management.
- d) Barriers to effective communication.
- e) Activities of office.
- f) Importance of office environment.