

Seat No.	
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**B.C.A. (Commerce) (Part - I) (Semester - I) Examination,
November - 2015**

OFFICE MANAGEMENT & COMMUNICATION (Paper - 105)

Sub. Code : 59573

Day and Date : Thursday, 05 - 11 - 2015

Total Marks : 80

Time : 03.00 p.m. to 06.00 p.m.

- Instructions :**
- 1) All question 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 state elements of Office Management. [16]

Q2) What is location of office and explain the various factors affecting location of office. [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 mean by formal and informal communication and explain advantages and disadvantages of formal and informal communication. [16]

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

Q7) Write different barriers to effective communication and explain remedies for improving effectiveness of communication. [16]

Q8) Write short answers (Any Four) : [16]

- a) Activities of office
- b) Role of communication in business organisation.
- c) E-office.
- d) Benefits of E-communication.
- e) Office Layout.
- f) Limitations of E-communication.

