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Seat No.	
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B.C.A. (Faculty of Commerce) (Part -I) (Semester - I)

Examination, April - 2017

OFFICE MANAGEMENT & COMMUNICATION (Paper - 105)

Sub. Code: 59573

Day and Date : Monday, 17 - 04 - 2017

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 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 & informal communication. Explain in briefs its advantages & disadvantages. [16]

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

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

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

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

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