

B - 300

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Seat No.	
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**B.C.A. (Commerce) (Part - I) (Semester - I) Examination,
October - 2017**

OFFICE MANAGEMENT & COMMUNICATION (Paper - 105)

Sub. Code : 59573

Day and Date : Friday, 27 - 10 - 2017

Total Marks : 80

Time : 02.30 p.m. to 05.30 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 mean by formal and informal communication and explain advantages and disadvantages of formal and informal communication. [16]
- Q6)** Write different barriers to effective communication and explain remedies for improving effectiveness of communication. [16]
- Q7)** What is communication process and explain the steps in communication process in details. [16]

P.T.O.

Q8) Write short answers (any four) :

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

