

Seat No.	
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**B.C.A. (Commerce) (Part - I) (Semester - I) Examination, April - 2015**  
**Office Management & Communication**  
**Sub. Code : 59573**

Day and Date : Friday, 10 - 4 - 2015

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)** Explain the functions of office management in details? [16]

**Q2)** What is location of office and describe the various factors affecting location of office. [16]

**Q3)** Define office management and state elements of office management. [16]

**Q4)** What is the meaning of office environment? And explain different elements of office environment. [16]

**Q5)** Define communication and explain the characteristics & importance of communication. [16]

**Q6)** What is formal & informal communication. Explain in brief its advantages. [16]

**Q7)** Explain the steps in communication process in details. [16]

**P.T.O.**

**Q8) Write Short Answers. (any four)**

- a) E-office.
- b) Office Layout.
- c) Limitations of E-communication.
- d) Benefits of E-communication.
- e) Activities of office.
- f) Principle of location of office.

