

Seat No.	
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**B.C.A. (Commerce) (Part - I) (Semester - I) Examination,  
April - 2018**

**OFFICE MANAGEMENT & COMMUNICATION (Paper - 105)  
Sub. Code : 59573**

**Day and Date : Friday, 20 - 04 - 2018**

**Total Marks : 80**

**Time : 11.00 a.m. to 02.00 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)** What is mean by office management and explain the elements of office management. **[16]**

**Q2)** What is office layout and explain various factors affecting on office layout. **[16]**

**Q3)** What is office environment and explain different elements of office environment. **[16]**

**Q4)** What is mean by communication and explain the characteristics and importance of communication. **[16]**

**Q5)** What is formal and informal communication and explain its advantages and disadvantages in details. **[16]**

**Q6)** Explain the steps in communication process in details. **[16]**

**P.T.O.**

**Q7)** What is E - Communication and explain benefits and limitations of E - Communication. **[16]**

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

- a) Activities of office
- b) E - Office
- c) Principles of location of office
- d) Role of communication in business organisation
- e) Urban versus suburban location
- f) Barriers to effective communication

