

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.



Seat
No.

B.C.A. (Commerce) (Part - I) (Semester - I)
Examination, November - 2016
OFFICE MANAGEMENT & COMMUNICATION (Paper - 105)
Sub. Code : 59573

Total Marks : 80

Day and Date : Thursday, 10 - 11 - 2016

Time : 2.30 p.m. to 5.30 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 formal and Informal communication. Explain in brief its advantages and disadvantages. [16]
- Q6) Write different barriers to effective communication and explain remedies for improving effectiveness of communication. [16]
- Q7) What is E-communication and explain benefits and limitations of E-communication. [16]

P.T.O.

Q8) Write short Answers (Any Four)

- Activities of office.
- Principles of location of office.
- E-office.
- Role of communication in business organisation.
- Urban versus suburban location.
- Objectives of office layout.

[16]

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X

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Total No. of Pages : 2

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No.

B.C.A. (Faculty Commerce) (Part - I) (Semester - I)
Examination, April - 2016

OFFICE MANAGEMENT & COMMUNICATION

Sub. Code : 59573

Total Marks : 80

Day and Date : Monday, 18 - 04 - 2016

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 - Q. No.7.
 - 3) Question No. 8 is compulsory.

Q1) Define office management and explain various functions of office management. [16]

Q2) What is office layout and describe the various factors affecting on office layout. [16]

Q3) Define office environment and explain different elements of office environment. [16]

Q4) Define communication and characteristics and importance of communication. [16]

Q5) What is formal and informal communication with its advantages and disadvantages. [16]

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

P.T.O.

Q7) What is E-communication? Explain the benefits and limitations of E-communication. [16]

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

- Location of office.
- E-office.
- Elements of office management.
- Barriers to effective communication.
- Activities of office.
- Importance of office environment.

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Total No. of Pages :2

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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

Total Marks : 80

Day and Date : Monday, 17 - 04 - 2017

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 in details. [16]

P.T.O.

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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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) :

- Benefits of E-communication
- Limitations of E-communication
- E-office
- Activities of office
- Role of communication in business organisation
- Principles of location of office

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Total No. of Pages : 2

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.

SA - 471

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

