

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.



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**B.C.A. (Commerce) (Part - I) (Semester - I)**

**Examination, November - 2016**

**OFFICE MANAGEMENT & COMMUNICATION (Paper - 105)**

**Sub. Code : 59573**

**Day and Date : Thursday, 10 - 11 - 2016**

**Total Marks : 80**

**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)

[16]

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

Date and Date : Thursday, 10 - 11 - 2016

Time : 230 p.m. to 230 p.m.

Question no. 8 is compulsory.

Ques. No. 2 is compulsory.

Ques. No. 1 is compulsory.

Ques. No. 3 is compulsory.

Ques. No. 4 is compulsory.

Ques. No. 5 is compulsory.

Ques. No. 6 is compulsory.

Ques. No. 7 is compulsory.

Ques. No. 8 is compulsory.

(Q) Discuss office Management and explain different functions of office. [16]

(Q) What is office layout and explain various factors affecting office layout. [16]

(Q) Discuss office communication and explain various forms of communication. [16]

(Q) Discuss communication and explain its importance. [16]

(Q) What is formal and informal communication? Explain in brief. [16]

(Q) What difficulties prevent to effective communication and explain remedies for improving effectiveness of communication. [16]

(Q) What is E-communication and explain positive and negative points of E-communication. [16]

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**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]**

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

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

- a) Location of office.
- b) E-office.
- c) Elements of office management.
- d) Barriers to effective communication.
- e) Activities of office.
- f) Importance of office environment.

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## B.C.A. (Faculty of Commerce) (Part -I) (Semester - I)

Examination, April - 2017

## OFFICE MANAGEMENT &amp; 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]

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.

(b) Role of communication in business organisation.

c) Benefits of E - communication.

(d) Limitations of E - communication.

e) Principles of location of office.

[61]

(f) Principles of location of office.

[61]

(g) Principles of location of office.

[61]

(h) Principles of location of office.

[61]

(i) Principles of location of office.

[61]

(j) Principles of location of office.

[61]

(k) Principles of location of office.

[61]

(l) Principles of location of office.

[61]

(m) Principles of location of office.

[61]

(n) Principles of location of office.

[61]

(o) Principles of location of office.

[61]

(p) Principles of location of office.

[61]

(q) Principles of location of office.

[61]

(r) Principles of location of office.

[61]

**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]

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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**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]

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

