



SB - 173

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Seat No.	
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**B.C.A. (Commerce) (Part - I) (Semester - I) Examination,  
November - 2019**

**Office Management & Communication (Paper - 105)**

**Sub. Code : 59573**

Day and Date : Tuesday, 05 - 11 - 2019

Total Marks : 80

Time : 03.00 p.m. to 06.00 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 office environment? Which are different elements of office environment? Explain each in detail. [16]
- Q2)* What do you mean by office layout? Explain various factors affecting on office layout? [16]
- Q3)* Define office management. What are the different functions of office management. Explain each in detail. [16]
- Q4)* What is formal and informal communication? Explain advantages and disadvantages of formal and informal communication. [16]
- Q5)* Define communication. Explain the characteristics and importance of communication. [16]
- Q6)* What is E-communication? Explain benefits and limitations of E-communication. [16]
- Q7)* Explain in detail the steps involved in communication process. [16]

P.T.O.

Q8) Write short answers (Any four) :

- a) Urban versus sub urban location
- b) Location of office
- c) E-office
- d) Barriers of effective communication
- e) Activities of office
- f) Role of communication

