



- c) Proper sanitary arrangement
  - d) All of these
- Q.5 Centralization of office services leads to \_\_\_\_\_ in authority.
- a) Reduction                      b) Addition
  - c) Both a and b                  d) Nor a neither b
- Q.6 The basic function of an office is:
- a) Receiving information
  - b) Recording information
  - c) Arranging Information
  - d) All of the above
- Q.7 Good working facilities in an office includes
- a) Good seating arrangement
  - b) Good lighting system
  - c) Pollution free
  - d) All of these
- Q.8 A private office has benefit of
- a) Privacy
  - b) Economy
  - c) Flexibility
  - d) None of these
- Q.9 The purpose of office accommodation is to bring \_\_\_\_\_ in office work.
- a) Efficiency                      b) Frustration
  - c) Both a and b                  d) Sickness
- Q.10 Office is a place where?
- a) Records are kept              b) Office work is done
  - c) Central place                  d) All of the above

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## SECTION-B

**Note:** Objective type questions. All questions are compulsory. (10x1=10)

- Q.11 Office work relate to handling of office work. (T/F)
- Q.12 Office building must match to the \_\_\_\_\_ of the organisation.
- Q.13 External correspondence is that between the organization and the \_\_\_\_\_
- Q.14 An email account is must for mailing a document on internet. (T/F)
- Q.15 Briefly define External noise.
- Q.16 Proper layout results in smooth work flow (T/F)
- Q.17 What type of mail require proof of delivery?
- Q.18 Office space planning of office layout is same thing. (T/F)
- Q.19 Maintenance of record is an essential function of an office. (T/F)
- Q.20 Noise from moving vehicle is an example of internal noise (T/F)

## SECTION-C

**Note:** Short answer type questions. Attempt any twelve questions out of fifteen questions. (12x5=60)

- Q.21 Define Office and explain the purpose of office.
- Q.22 What are qualities of a good office manager.
- Q.23 Briefly explain the centralization and decentralization of office services.
- Q.24 Explain the merits of centralization of office services
- Q.25 State various reasons of noise pollution

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