



CEP Phase -2 (2024-25)
Subject : Modern Office Practices
Class : 10+1



Unit 1: Introduction and Functions of Office

I. MULTIPLE CHOICE QUESTIONS

1. Office work is concerned with :
(a) Records (b) Computing (c) Planning (d) All of these
2. Office occupies which place in business ?
(a) Primary (b) Secondary (c) Tertiary (d) None of these
3. Which is type of functions ?
(a) Primary (b) Secondary (c) Basic (d) All of these
4. Preserving the record is :
(a) Basic function (b) Secondary Function (c) Both (d) None
5. Administrative function is :
(a) Planning (b) Staffing (c) Directing (d) All of these

II. FILL IN THE BLANKS

1. Office helps to _____ intelligently possible. (plan)
2. Office is to _____ what main spring is to _____. (business, watch)
3. According to Maynard, office is _____ of business. (memory)
4. Office acts as _____ and _____ centers. (control, service)
5. Office helps in _____ and _____ services. (customer, employee)

III. ONE MARK QUESTIONS

- Q. 1. The modern office can be in a**
Ans. Building or Cabin or Mobile Van or All of these
- Q. 2. Which is not a feature of an office?**
Ans. Location, Departmentation and Public relations.
- Q. 3. With which department office has no relation?**
Ans. Purchase, Sale and Finance etc.
- Q. 4. Which are various types of office?**
Ans. Regional or Local or Mobile etc.
- Q. 5. Which factors effects the size of an office?**
Ans. Output, Training of workers and Salary of workers, Scale of business etc.

TWO MARKS QUESTIONS

- Q. 1. What is modern office ? Define it.**
Ans. Over a period of time the meaning and concept of 'office' has undergone sea change. 'Office' is a place from where business can be carried on. Now a days it is no more viewed as a place to perform clerical work only. It is being identified with the services it renders to the other departments of the business.
- Q. 2. Give two reasons responsible for more work in office.**
Ans. 1. Need for research and development in marketing etc. has caused growth in work related to data collection, processing and record making.
2. Increase in size and complexities of business has caused the growth of office work. As organisation grows in size, the office work grows at geometrical rate.
- Q. 3. Briefly discuss nature of office functions.**

- Ans.** 1. Office occupies primary position in a business.
 2. Office management is a discipline.
 3. Office Job is an Art.
 4. Office functions inevitable to the business.

Q. 4. What are various categories of office functions ?

Ans. The functions of an office may be grouped under the following broad categories :

- I. Basic Functions or Primary Functions.
 II. Secondary Functions.

These can be broadly divided into two categories:

- (a) Administrative Functions.
 (b) Subsidiary Functions.

Q. 5. How office acts as nerve centre ?

Ans. Office acts as administrative nerve centre of any organisation where policies are formulated and executed. Office helps in making decisions regarding various activities in business.

Q. 6. How office acts as profit center?

Ans. Office is treated as a contributor towards profits though indirectly. Office work is productive in nature and performance of an office worker can be measured. Office helps in saving costs. Any reduction in costs is nothing but a contribution toward profits.

Unit 2: OFFICE MANAGEMENT AND OFFICE MANAGER

I. MULTIPLE CHOICE QUESTIONS

1. Departmentation means to divide big organization into which units ?
 (a) Smaller (b) Feasible (c) Administrative **(d) All of these**
2. General office includes which department ?
 (a) Factory (b) Export (c) Import **(d) Accounts**
3. Filing, indexing and record keeping is duty of which office ?
 (a) Registered (b) Factory **(c) General** (d) Purchase
4. Mail department deals with :
(a) Record of postal stamps (b) Exports record (c) Import record (d) All of these
5. Increase in efficiency is related with departmentation for :
 (a) Need (b) Advantage (c) Significance **(d) All of these**

II. FILL IN THE BLANKS

1. Office manager is at the _____ of the organisational pyramid. (top)
2. Office manager responsibilities scope depends upon the _____ and _____ of the business enterprises. (size, nature)
3. To sell goods abroad, _____ department is created. (export)
4. Departmentation deals with _____ of complex functions to simple ones. (division)
5. Importance of office lies in _____ use of resources. (optimum)

III. ONE MARK QUESTIONS

- Q. 1. Which is not a characteristic of management?
Ans. Making Forecasts, Organising and Controlling etc.
- Q. 2. Which are the function of management?
Ans. Forecasting, Organising and Directing etc.
- Q. 3. Which factors help in achieving objectives?
Ans. Forecasting, Controlling and Planning
- Q. 4. What is within the scope of management?

Ans. Office Organisation, Office Communication and Office Equipment

Q. 5. Which of following does not refers to office control?

Ans. Evaluation of performance, Comparison with standards and Noting Deviations

TWO MARKS QUESTIONS

Q. 1. What is management ? Define.

Ans. Before understanding office management, it is essential to have an insight into office and management. Management is important and indispensable part of the organisation.

“To manage is to forecast and to plan to organise to command, to coordinate and to control.”
—Henry Fayol

Q. 2. Explain two characteristics of management.

Ans. 1. Management aims at creating such an environment in which each member of the organisation can perform at his best.

2. Management is the process of forecasting, planning, organising, activating and controlling of business activities.

Q. 3. What is office management ? Define.

Ans. Office management is one aspect of multi-dimensional discipline of management. It is concerned with application of principles of management towards routine office practices and procedures with objective to facilitate discharging of office functions in excellent way.

“Office management can be defined as the task of planning, coordinating, motivating the efforts of others towards specific objectives in the office.”
—George Terry

Q. 4. Define and explain departmentation.

Ans. “A department is a distinct area, division or branch of an enterprise over which a manager has authority for performance of specified activities.”
—Koontz

The various activities of an enterprise have to be divided into smaller, manageable components, divisions or departments to facilitate efficient performance of work and achievement of objects. Grouping of activities of an enterprise is one of the steps of organisation process. *Departmentation* is the process of grouping similar activities into divisions, units or departments for the purpose of control and co-ordination.

Q. 5. How departmentation increases efficiency ?

Ans. The efficiency of management and enterprise increases because everyone understands his duties and authority well. Well-defined jobs and limitations of authority help the workers to achieve better performance.

Q. 6. Write a short note on store department.

Ans. This department is responsible for the storage of various items needed by the different departments like production, finance, etc. The department is headed by store keeper. He is responsible for maintaining the items in the store, keeping up to date record and issuing of the items on the basis of authorised requisition.

Q. 7. Is the role of office manager fixed ?

Ans. Role of manager is not fixed. It varies from office to office and institution to institution. Size also effects. He can deviate according to the directions given by employer. His foremost functions include planning, organising and controlling of office work. He also guides the staff under him.

Q. 8. Write two points of importance for an office manager.

Ans. (1) He is to provide any **information** to general public, attend enquiries from customers and creditors, solve problems of employees in respect of their work.

(2) Office manager is to **help, support and implement policies** of top management. He must report the results, problems and performances of subordinates under him to top management without delay.

Unit 3: OFFICE AUTOMATION

I. MULTIPLE CHOICE QUESTIONS

1. Automation _____ the efficiency.
(a) Decreases (b) **Increases** (c) Has no effect on (d) None of these
2. Objectives of automation include :
(a) Save time (b) Increase efficiency (c) Increase accuracy (d) **All of these**
3. Need of automation is for :
(a) More output (b) Reduction in cost (c) Increased goodwill (d) **All of these**
4. To prepare for automation, we look into :
(a) Future work load (b) Nature of work (c) **Both** (d) None of these
5. Disadvantage of automation is :
(a) Less tax (b) Reduced costs (c) **High Initial Cost** (d) None of these

II. FILL IN THE BLANKS

1. Automation is a _____. (mechanization)
2. Computers are part of _____. (automation)
3. Automation reduces chance of _____. (fraud)
4. Automation gives efficient _____ system. (information)
5. _____ is the main factor, influencing automation. (cost)

III. ONE MARK QUESTIONS

- Q. 1. Which is an objectives of automation?
Ans. Speed, Efficiency and Economy
- Q. 2. Automation is required due to...
Ans. Accuracy, Cost Reduction and Speed
- Q. 3. Which is are effects of automation?
Ans. Unemployment, Huge Investment and Small firms suffer
- Q. 4. What are the merits of automation?
Ans. Accuracy, Less Tax on Profits and Cost Reduction
- Q. 5. Which are disadvantages of automation?
Ans. Increasing Costs, Less flexibility and Physical Hazards

TWO MARKS QUESTIONS

- Q. 1. What is automation ? Define.
Ans. Automation refers to a process, which enables the office executive to put machines and other equipment in office so as to increase the efficiency of office work. So it may be considered as major test or problem of an office manager to select good office material.
“The entire field of investigation, design, development, application and methods of rendering or making processes or machines self-acting or self-moving”
- Q. 2. Write four objectives of automation.
Ans. (1) To increase **efficiency** of office staff.
(2) To increase **accuracy** in office work.
(3) To **reduce any chance of fraud** in office.
(4) To **set some standards** in office work.
- Q. 3. How automation progressed.
Ans. The real break through in office automation technology came after world war with the development of electronics. Computer technology is one form of automation which is employed in the offices. Modern innovation and improvements in the field of electronics have given boost to automation.
- Q. 4. How automation is unsuitable for small units ?
Ans. Due to lack of funds and know- how available with small firms, automation is not suitable for small sized firms. If large firms go for automation then small firms shall face competition and it will endanger their survival.

Q. 5. How automation causes unemployment ?

Ans. Unemployment may result due to automation. Many types of jobs shall be replaced by machines and unskilled labour which is plenty in India, will face unemployment. However, need for skilled labour to handle machines shall increase.

Q. 6. How automation improves quality ?

Ans. Machines help in improving quality of work and products. Machines perform neat and clean work with less errors.

Q. 7. How automation brings economy in operations ?

Ans. Use of machines decreases the cost of office work. Employees on work get speedy output. Less number of employees are needed for same work. Hence paid amount is lesser than before. Some machines also perform a number of tasks hence make savings.

Q. 8. Write two advantages of automation.

Ans. (1) Operating cost is reduced to a great extent due to speed and reduced physical efforts. It helps in reducing the need of more employees and thus save expenditure on salaries. Though installation of machines is costly but in the long run mechanization reduces costs in the office.

(2) Mistakes and errors are less on machines as compared to manual performance of work.

Unit 4: OFFICE MACHINES

I. MULTIPLE CHOICE QUESTIONS

1. Office machines provide :

- (a) Accuracy (b) Speed (c) Both (d) None

2. Office machines include :

- (a) Typewriter (b) Fax (c) Teleprinters (d) All of these

3. Fax machine is used with _____ connection :

- (a) Telephone (b) Internet (c) Teleprinter (d) None of these

4. Computer works at _____ speed.

- (a) Slow (b) High (c) Very High (d) None of these

5. Computer is not :

- (a) Fast (b) Capable of reading tones (c) both (d) None of these

II. FILL IN THE BLANKS

1. Franking machines fix _____ on letters. (stamps)
2. Calculator is _____ machine. (accounting)
3. Roller copier is _____ device of copying. (old)
4. Computer handles _____ in scientific manner. (information)
5. Computer has _____ perfect memory. (large)

III. ONE MARK QUESTIONS

Q. 1. Write name of some office machines.

Ans. Computer, Printer and Teleprinter etc.

Q. 2. To send facsimile of a document to other place, we need

Ans. As Fax Machine

Q. 3. A Facsimile can be procured by

Ans. Fax machine, Photostat Machine and Scanner

Q. 4. For a computer we need

Ans. Key board, Monitor and Mouse

Q. 5. Which are the a parts of computer ?

Ans. Memory Unit, CPU and Output Unit

TWO MARKS QUESTIONS

Q. 1. Define and explain office machines.

Ans. “Adoption of mechanical devices not only makes for greater efficiency and for economy but also releases human labour for less monotonous, less tiresome and more important tasks.”-Thomas Evelyn

“Adoption of mechanical devices not only makes for greater efficiency and for economy but also releases human labour for less monotonous, less tiresome and more important tasks.”-Thomas Evelyn

Q. 2. Name five office machines.

Ans. 1. Photostat Machine
2. Roller copier
3. Stencil Duplicator
4. Laser Printer
5. Telephone including EPABX

Q. 3. What is telephone ?

Ans. It is an instrument which reproduces sound at a distance by means of electricity. It is used in oral communication. It helps in quick exchange of information through personal talk. In any office, it is used to make urgent inquiries with suppliers regarding availability of goods and the terms of sales, to follow up the orders placed and to receive information from salesmen situated outside the headquarters.

Q. 4. What is laser printer ?

Ans. Laser printer has brought revolution in the world of printing. Here dry-tape laser electrophotography is used. Such printers have compatability with popular software packages used in computers. The printer can print with a speed of about four pages per minute to 12 pages per minute with a print quality that exceed your expectations at a nominal cost.

Q. 5. What is a typewriter ?

Ans. The typewriter is a most common and popular office machine. It has replaced the writing by hand. Typewriter ensures speed, accuracy and neatness in writing. It can be operated manually or by electricity.

Q. 6. What is meant by input, output and control units ?

Ans. (i) **Input Unit.** This part accepts the instructions, data etc. through cards, tapes etc.

(ii) **Output Unit.** This component delivers the results in printed form. Results are printed in ordinary language.

(iii) **Control Unit.** From this part, directions can be given to stop or to start.

Q. 7. Explain two application of computer.

Ans. 1. **Invoicing.** Preparation of bills and invoices is another application. It helps in controlling the pilferage or frauds.

2. **Automatic letter writing.** Standard letters and forms can be produced through computers.

Q. 8. What is meant by special code language of computer ?

Ans. A computer has a special code language of its own through which it receives the information, processes the information and retrieves the information. Such language is of the binary form ‘0’ and ‘1’ for which it is called as the binary language of the computer.

Unit 5: HARDWARE AND SOFTWARE

I. MULTIPLE CHOICE QUESTIONS

- 1. Computer works with**
(a) Hardware (b) Software (c) **Both** (d) None of these
- 2. Devices are of following kind :**
(a) Input (b) Output (c) Both (d) None of these
- 3. MS Word helps in :**
(a) Drawing tools (b) Change page setup (c) **Both** (d) None of these
- 4. To change size of word we change**
(a) Ctrl (b) **Font** (c) Text (d) All of these
- 5. Scanner may be :**
(a) Hand held (b) Flatbed (c) **Both** (d) None of these
- 6. Which is the type of printer:**
(a) Serial (b) Laser (c) Line (d) **All of these**

II. FILL IN THE BLANKS

1. Light pen is _____ device. (input)
2. Speaker is _____ device. (output)
3. Save the document means to _____ in computer. (preserve)
4. If we are to repeat, we use _____ button. (redo)
5. Copying by hand is _____ method of copying. (old)
6. Scanners are of _____ types. (Two)

III. ONE MARK QUESTIONS

- Q. 1. Which of following is hardware?**
Ans. Keyboard, Mouse, etc.
- Q. 2. Write some software parts**
Ans. Application ware
- Q. 3. Which is the part of hardware?**
Ans. Input Devices
- Q. 4. Write parts of M.S. Office?**
Ans. M.S. Outlook, M.S. Power Point and M.S. Word
- Q. 5. Which are the types of printers?**
Ans. Line Printer, Chain Printer, Drum Printer
- Q. 6. Best printing output is given by?**
Ans. Laser Printer

TWO MARKS QUESTIONS

- Q. 1. What is computer Hardware ?**
Ans. Those parts of computer, which can be seen, can be touched and can be felt such as monitor, cabinet, keyboard, mouse, printers, U.P.S. and speakers etc. are known as hardware components. These are hard and they have mass. These parts of computer are able to do much work. But to get a work done by these components, we have to direct these components so that the operations may be correct.
- Q. 2. What is input device ?**

Ans. Those parts which are used to operate input to the computer are known as input devices. These include keyboard, mouse, lightpen, scanner, joysticks etc. All these components taken as a complete set is known as input-sub system. It has its connection with outer world and computer.

Q. 3. What is application software ?

Ans. It is a set of programmes which are deputed for special operations. Hence these are useful for computer users.

This type of software may be of many types and may be used by Managements of various units such as firms, Govt. departments semi government departments. It can be used or may be for various purposes.

Q. 4. What are different types of align ?

Ans. 1. **Left-align.** means that the text is aligned to left margin.

2. **Right-align.** means that the text is aligned to right margin.

3. **Centre-align.** means that the text is placed at the centre of line.

4. **Justify** means text is aligned with respect to both left and Right margins of the page.

Q. 5. What is meant by header and footer ?

Ans. Header and Footer are a set of text, which appear on every page in a document. Header appears on the top of the document, footer appears at the bottom of it.

Q. 6. How can a document be printed ?

Ans. To print single or multiple pages.

1. Click on file from the menu bar print.

2. A print dialogue box appears.

3. You can print single page by selecting the current page option from page range.

Unit 6: OFFICE COMMUNICATIONS

I. MULTIPLE CHOICE QUESTIONS

1. _____ is most essential ingredient of business :

- (a) Sales **(b) Communication** (c) Loss (d) All of these

2. Communication _____ or _____ the information.

- (a) Imparts (b) Exchanges **(c) Both** (d) None of these

3. Method of communication may be :

- (a) Vertical (b) Horizontal (c) Diagonal **(d) All of these**

4. Communication can be on the basis of :

- (a) Media (b) Direction (c) Inter-personal relation **(d) All of these**

5. Which is nerve system of an enterprise :

- (a) Work (b) Profit **(c) Communication** (d) All of these

6. There are so many _____ to communications.

- (a) Helpers **(b) Barriers** (c) Controls (d) All of these.

II. FILL IN THE BLANKS

1. Communication is an exchange of _____ and _____. (facts, ideas)

2. Communication _____ productivity and _____ cost. (increases, reduces)

3. Main merit of written communication is _____. (uniform manner)

4. Fax is _____ aid of communication. (mechanical)

5. A large no. of problems arise due to _____ or _____ communication. (ineffective, faulty)

III. ONE MARK QUESTIONS

Q. 1. Messenger services include

Ans. Couriers, Internal Mail System and Office Messenger

Q. 2. Which are a mechanical device of communication

Ans. Teleprinter and Conveyor and Lift

Q. 3. Which are the element of communication

Ans. Communicator, Message and Receiver

Q. 4. Communication can be

Ans. Vertical or Horizontal or Diagonal

Q. 5. Which are the barriers to communication?

Ans. Coordination, Language

Q. 6. What does a manager do to make communication effective?

Ans. Proper Language Use, Makes Clear and Complete and Gets Feedback

TWO MARKS QUESTIONS

Q. 1. What is communication ? Define also.

Ans. Communication is sharing of ideas, facts, opinions and information. The word communication has been derived from the Latin word 'Communis' which means is common. It is a process by which a person or group of persons (the sender) passes on some information to another person or group of persons (the receiver). It is not only passing on of information but also understanding.

“Communication is imparting or exchanging thoughts or information.” —Shurter

Q. 2. How communication helps in motivation and morale ?

Ans. Motivation refers to the state of mind where a person feels who giving his best to realise certain goals. Communication can be used by the management in creating a conducive environment in the organisation where the members have sense of belongingness and organisational commitment.

Q. 3. How communication is two way process ?

Ans. Effective communication is a two way process. One way is that message flows from the sender to the receiver and second way is that feedback flows back from the receiver to the sender thereby informing him as to what action has been taken by him (receiver) on the message sent by the sender.



Q. 4. What is meant by channel of communication ?

Ans. Channel of communication primarily refers to the medium through which the information is passed on to the receiver. Over a period of time, channels of communication have undergone revolutionary changes.

Q. 5. What is meant by written communication?

Ans. Written Communication is the major media for formal communication in an organisation. It implies transmission of message in writing or black and white. Sometimes diagrams, pictures, graphs etc. are used to make written communication more understandable.

Q. 6. What is meant by office messengers?

Ans. Office messengers or persons are frequently employed to deliver and bring written messages for the executives. In fact, peons are permanently attached to various executives for cleaning the office furniture, supply drinking water, doing the work of sorting papers or carrying documents, files, registers etc.

Unit 7: Business Letters Writing

I. MULTIPLE CHOICE QUESTIONS

1. Business letters are silent _____ of a firm.
(a) enemy (b) friends (c) ambassadors (d) None of these
2. Business letter is used for :
(a) Public relation (b) Evidence (c) Record (d) All of these
3. A business letter has :
(a) Neat type (b) Quality paper (c) Proper folding (d) All of these
4. A business letter should be :
(a) Correct (b) Clear (c) Concise (d) All of these

II. FILL IN THE BLANKS

1. Business letters are silent _____ of a business firm. (ambassadors)
2. _____ of a letter should be polite. (Language)
3. A letter should be _____, _____ and _____. (Concrete, courteous, complete)
4. e-mail is sent by _____ and _____. (computer, internet)

III. ONE MARK QUESTIONS

- Q. 1. Which are the function of business letter?
Ans. Record, Proof and Public Relation
- Q. 2. Which are the feature of a business letter?
Ans. To be read, To be understood and To build goodwill.
- Q. 3. A good letter should use
Ans. Correct Spellings, Good Paper and Good Punctuation.
- Q. 4. Which are the feature of a good business letter
Ans. Convincing, Concise and Courteous.
- Q. 5. E-mail can be sent through.....
Ans. Internet.
- Q. 6. For e-mail, we do need
Ans. Computer, Internet Connection and E-mail Address

TWO MARKS QUESTIONS

- Q. 1. What is a business letter?
Ans. Business letters are silent ambassadors of a business firm. A business letter represents the firm through a piece of paper. What is said in a letter is deemed to be said by a firm. It creates lasting impression on the reader. It serves as an instrument to change the attitude and action of the reader. Business letter helps in widening the business and promoting sales by bringing buyers and sellers together in local, national and international markets.
- Q. 2. Name five objectives of a letter?
Ans. 1. To be Read. 2. To be Understood. 3. To be Acted upon.
4. To Build Goodwill. 5. To be Accepted.
- Q. 3. What is functions of a letter in elations?
Ans. These letters serve as formal as well as informal business relations. They help to build goodwill among customers and public and create a good image of the company. These are also the silent ambassadors of the company.
- Q. 4. What is functions of a letter in public records?
Ans. Business letters function as a permanent record. It can serve as a ready reference for certain queries. If number of customers is high and the number of persons dealt with, are large, it is very much useful.
- Q. 5. Name three characteristics of a letter.
Ans. 1. Neatly Typed.
2. Written on one side.
3. Spacing the Lines.
- Q. 6. Explain two punctuation signs in a letter.
Ans. 1. The Question Mark (?)

It is placed at the end of an interrogative sentence. It is used after a direct question. An indirect question does not need a question mark.

2. The Exclamation Mark (!)

It indicates an emphatic statement that denotes surprise or emotions. It is used after exclamatory sentence.

Q. 7. Where is use of capitals made in a letter.

Ans. A Capital Letter is used to begin every new sentence. It is also used while writing names of people, firms, cities, states, countries, months of the year and days of the week. The first word of a sentence put within inverted commas, should also begin with capital letter.

Q. 8. Name four characteristics of a good letter.

Ans. 1. Concrete. 2. Coherence. 3. Complete. 4. Courteous.

Q. 9. What is an email ?

Ans. E-mail is another instantaneous medium of communication. It transmits the written message via computers connected on network. For access to network area, a computer, a telephone and a modem with software are needed to function on E-Mail. If the network is linked with **internet** it provides the added advantage of global communication at local charges.

Q. 10. Write characteristics of email.

Ans. 1. It can be written in block letters or can be underlined.
2. Any attachment can be made to it.
3. E-Mail attachment can be in the form of picture, file or binary.

Unit 8: REPORT WRITING

I. MULTIPLE CHOICE QUESTIONS

1. A report is a precise _____ of accounts and opinions.
(a) summary (b) **statement** (c) facts (d) All of these
2. Reports are written for events that :
(a) will occur (b) are occurring (c) **have occurred** (d) All of these
3. A good report is a _____ that contains factual information:
(a) **communication** (b) co-ordination (c) control (d) All of these
4. Phones may be :
(a) Single line (b) Mobile (c) PBX Phone (d) **All of these**
5. Video Conferencing is between _____ persons.
(a) 2 (b) 3 (c) 10 (d) **Any number**

II. FILL IN THE BLANKS

1. Report consists of two parts, _____ and _____. (Re + port)
2. Report is detailed _____. (Analysis)
3. Report serves as _____. (record)
4. Mobile phone has changed _____ office to a _____ office. (Stationery, Mobile)
5. Without wire, phones are called _____ phones. (Cordless)
6. Video Conference is also known as _____ collaboration. (Visual)

III. ONE MARK QUESTIONS

Q. 1. For a report to be a good message, it should not have

Ans. Sequence of Ideas, Facts and Objectives

Q. 2. Which is not a type of report ?

Ans. Profit as Formal Statutory and Technical

Q. 3. What is included in body of a report ?

Ans. Title, Signature and Address

Q. 4. Which are kinds of telephone call instrument?

Ans. Cordless Telephone, Mobile Phone and Telephone

Q. 5. What are the feature of a good report?

Ans. Factual, Clarity and Simple

TWO MARKS QUESTIONS

Q. 1. What is a report ? Define it.

Ans. Report is an important presentation of facts. These facts may arise out of available factual data or through enquiry, investigation, survey, interview, experiments or research. A mere expression of opinion without supporting factual data is not a report.

“A good business report is a communication that contains factual information, organised and presented in clear, correct and coherent language.”
—**Johnson and Savage**

Q. 2. Name four types of reports.

Ans. 1. Formal Reports. 2. Informal Reports. 3. Functional Reports. 4. Special Reports.

Q. 3. What are factual reports?

Ans. These are also called statistical reports. These include presentation of facts without any analysis or comments. Such reports are prepared if management requires reports of this kind.

Q. 4. Explain two features of a report.

Ans. **1. Orderly.** It should be well planned, sensibly prepared message. It should be in proper order of presentation.

2. Facts. It should have been prepared from the data obtained in respect of true information of records and happenings during the course of time.

Q. 5. Write and explain one purpose of reports.

Ans. Routine reports about the work performance of employees help the management to measure performance in view of the objects. The reports on performance shall become the basis of promotions and incentives.

Q. 6. What is video conference ?

Ans. A video conference also known as video tele-conference is a set of interactive telecommunication technologies which allow two or more locations to interact via two-way video and audio transmissions simultaneously. It has also been called as **Visual Collaboration** and is a type of groupware. It differs from videophone that it is designed to serve a conference rather than individuals.

Q. 7. What are the components required for VC system ?

Ans. **A. Video Input :** Video camera or Webcam.

B. Video output : Computer Monitor, Television or Protector,

C. Audio Input : Microphones.

D. Audio Output : Usually loudspeakers associated with display device or Telephone.

E. Data transfer : Cinalog or digital telephone network, LAN or Internet.

Q. 8. What is mobile telephone ?

Ans. It is the latest kind of phone that can be carried in a pocket or in the hands. We can even talk to an international line. It requires a hand set and connection (SIM card) from any company like B.S.N.L., Jio, Hutch, Airtel etc. who are called as service providers. A sum has to be paid to activate the connection and also to help keeping it Slive or working.

Unit 9: OFFICE RECORD MANAGEMENT

I. MULTIPLE CHOICE QUESTIONS

1. For records, facts are _____ and _____.
(a) collected (b) recorded (c) both (d) None of these
2. Which is a stage of records management:
(a) Control (b) Coordination (c) Retention (d) Direction
3. Proper classification is a _____ of recording.
(a) Statute (b) Principle (c) Both of these (d) None of these
4. Filing is a _____ function:
(a) Firm (b) School (c) library (d) All of these
5. Filing gives :
(a) Ready reference (b) Better control (c) Both of these (d) None of these

II. FILL IN THE BLANKS

1. Main function of office work is _____ and _____ of records. (creation, retention)
2. First stage of record management is _____ of records. (creation)
3. Records must be _____. (verifiable)
4. There should be _____ in operations of records management. (ease)
5. Some information is not needed for _____ reference. (future)
6. Filing is to _____ and _____ the records in a systematic manner. (arrange, store)

III. ONE MARK QUESTIONS

- Q. 1. Which are the type of record in an office?
Ans. Personal, Statutory and Accounting Methods
- Q. 2. What are the objectives of records?
Ans. Progress Record, Statuary need and Taking Decisions
- Q. 3. Bank records are preserved for
Ans. 7 years
- Q. 4. Which is need of storage of data?
Ans. Future References, Use as witness and Evaluation of Past
- Q. 5. What does filing mean?
Ans. Safety of Record, Supply of record when needed and Maintenance of Records
- Q. 6. What are the functions of filing?
Ans. Management, Historical and Library

TWO MARKS QUESTIONS

- Q. 1. What is meant by record ? Define it.
Ans. Records refer to any type of document which helps in decision-making and performing other functions in a better way.
“The activities designed to control the life cycle of a record from its creation to its ultimate disposition.”—Peterson
- Q. 2. Write four purposes of record maintaining.
Ans. 1. Know the State of Affairs. 2. Statutory Obligation.
3. To keep orderly record of progress. 4. Helpful in Decision-making.
- Q. 3. Records must be available, when required ; Discuss.
Ans. The information should be so recorded that it is made available as per its requirements. Some records may be required too often than these may be kept in such a state that these are quickly available. If, on the other hand, some information is periodically required then it should be kept in a manner that it is made available shortly and not instantly.
- Q. 4. Write four principles of records.
Ans. 1. Availability when required. 2. Keeping Records for Required Period only.

3. Must be Verifiable. 4. Justifiable Purpose.

Q. 5. Write four types of records.

Ans. 1. Legal Records. 2. Progress Records. 3. Administrative Records. 4. Correspondence Records.

Q. 6. Write four stages of preparation of records.

Ans. (i) Creation of records (ii) Administration of records (iii) Retention of records (iv) Destruction of records.

Q. 7. What are legal records?

Ans. These are the records which are required to be maintained under various laws. The records under Income Tax Act, Sales Tax Act, Labour Laws, Companies Act, etc. are all legal records.

Q. 8. Explain two functions of filing.

Ans. 1. Information functions. It's main task is to provide information of any period when required at any important point of time.

2. Library function. Its main task is to preserve records not only of own business but also of others. Records of other firms may be preserved for analysis and future use.

Q. 9. Explain two essentials of a good filing system.

Ans. 1. Flexibility. As business expands, the filing volume also increases. The system should be such that it should be capable of further expansion.

2. Retention. Need of files is not for equal periods for each file. So period of each file to retain should be fixed and hence retained for that period.

Unit 10: INDEXING, FILING AND E-OFFICE

I. MULTIPLE CHOICE QUESTIONS

1. Indexing is important aid to.

- (a) Storing (b) **Filing** (c) Selling (d) All of these

2. Index is a table of :

- (a) **Contents** (b) Witnesses (c) Numbers (d) None of these

3. Microfilm can be also :

- (a) Flat (b) **Round** (c) both (d) None of these

4. Fiche can be

- (a) Microfiche (b) Ultrafiche (c) **Both of these** (d) None of these

5. Which sector commonly uses e-office for improved workflow and document handling?

- (a) Health Care (b) Education (c) **Government and Public Administration** (d) Manufacturing

II. FILL IN THE BLANKS

1. An may be kept with a file or separately. (index)
2. Index is any thing that gives (indication)
3. Microfilm reduces object size to one (Twenty Fifth)
4. Microfilm is cheaper to distribute than a copy. (Paper)
5. E-office brings _____ in the system. (Transparency)
6. E-office does not require _____ storage space. (Physical)
7. E-office makes office _____ (Paperless).

III. ONE MARK QUESTIONS

Q. 1. Which are the types of index?

Ans. Book, Vowel and Card.

Q. 2. Which factor are considered while selection of index method?

Ans. Objective, Available Space and Price.

Q. 3. What is microfilming?

Ans. It is the modern methods of filing the documents electronically.

Q. 4. What is data storage management?

Ans. To preserve the data in an attractive manner so that data may be made available when required.

Q. 5. What is the main difference between traditional office and e-office?

Ans. Level of technology application is different.

Q. 6. Write one disadvantage of e-office software.

Ans. System may crash.

TWO MARKS QUESTIONS

Q. 1. Define indexing ?

Ans. Indexing is an important aid to filing. It helps in location of records so as to ensure its timely supply to the executives. Indexing should not be confused with the classification of records. It is different from classification.

“Index, with reference to filing, means a list of files or papers showing titles, contents and pages prepared to indicate location or placement of files or papers for speedy reference.” In short, an index tells *‘what’* is *‘where’*.

Q. 2. Write three features of a good index.

Ans.

1. *Simple* to understand and should not be complex in operations.
2. *Flexible* enough to allow expansion, if there is increase in the size of business.
3. *Capable of cross-reference* if a document is filed under two heads.

Q. 3. Write three objectives of a good index.

Ans.

1. To facilitate *references and cross references* to number of files in an office.
2. To serve as a *guide of location* of a particular file or document.
3. To present an *orderly list* of files or records.

Q. 4. What is a micro film ?

Ans. Microfilms or Microforms are any forms, either films or paper, containing micro reproductions of documents for transition, storage, reading, and printing. Microform images are commonly reduced to about one twenty-fifth of the original document size. For special purposes, greater optical reductions may be used.

Q. 5. Write three advantages of microfilm.

Ans.

1. It is stable archival form when properly processed and stored.
2. Since it is analog (an actual image of the original data), it is easy to view.
3. It is virtually impossible to mutilate. Users cannot tear pages from or deface microforms.

Q. 6. Write three disadvantages of microfilm.

Ans.

1. Reader machines used to view microfilm are often difficult to use.
2. Photographic illustrations reproduce poorly in microform format, with loss of clarity.
3. Reader-printers are not always available. These limit the user’s ability to make copies for their own purposes.

Q. 7. What is e-office?

Ans. Electronic office (e-office) is a digital workplace solution, that applies Modern Technology to manage work, information and documents in offices. Its vision is to achieve a simplified, responsive and paperless working in offices.

Q. 8. Write objectives of e-office.

Ans. Objectives of e-office is to -

1. Save paper, time and money.
2. Enhance productivity.
3. Assure data security and integrity.

