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Your Roll No.

5591

B.A. (Programme)/II D

OFFICE MANAGEMENT AND SECRETARIAL

PRACTICE

Paper II

(Office Management and Stenography—English)

(Admissions of 2004 and onwards)

Time : 3 Hours

Maximum Marks : 75

(Write your Roll No. on the top immediately on receipt of this question paper.)

Note :— (i) Answers of Part I may be written either in **English** or in **Hindi**; but the same medium should be used throughout the paper in Part I but Answers of Part II should be written in **English** only.

(ii) The maximum marks printed on the question paper are applicable for the students of the regular colleges (Cat. 'A'). These marks will, however, be scaled up proportionately in respect of the students of NCWEB at the time of posting of awards for compilation of result.

P.T.O.

टिप्पणी :-(i) भाग I का उत्तर अंग्रेजी या हिंदी किसी एक भाषा में दीजिए; लेकिन सभी उत्तरों का माध्यम एक ही होना चाहिए लेकिन भाग II के उत्तर केवल अंग्रेजी में दीजिए ।

(ii) प्रश्नपत्र पर अंकित पूर्णांक नियमित कॉलेजों (श्रेणी 'A') के विद्यार्थियों के लिए अनुप्रयोज्य हैं । तथापि ये अंक NCWEB के विद्यार्थियों के संबंध में उनके परिणाम के संकलन के लिए नियुक्त अधिनिर्णय के समय पर, उनके आनुपातिक रूप में अधिक होंगे ।

All questions of each Part I and II along with their Sections should be attempted together.

अनुभागों सहित प्रत्येक भाग I तथा II के सभी उत्तर साथ-साथ कीजिए ।

Part I (Office Management)

भाग I (कार्यालय प्रबन्ध)

Max. Marks : 37

पूर्णांक : 37

Attempt any *three* questions from Section 'A'.

Section 'B' is compulsory.

अनुभाग 'क' से कोई तीन प्रश्न कीजिए ।

अनुभाग 'ख' अनिवार्य है ।

Section 'A'

(अनुभाग 'क')

1. Define the term 'Modern Office'. Describe its role and functions of modern office. 2+8

'आधुनिक कार्यालय' पद को परिभाषित कीजिए । इसकी भूमिका और आधुनिक कार्यालय के प्रकार्यों का वर्णन कीजिए ।

2. Explain the factors that influence the decentralization of authority in an office. Why is it essential ? 7+3

कार्यालय में प्राधिकार के विकेन्द्रीकरण को प्रभावित करने वाले कारकों को स्पष्ट कीजिए । यह क्यों आवश्यक है ?

3. Write an explanatory note on Centralization of 'incoming and outgoing mail'. 10

'आवक और जावक डाक' के केन्द्रीकरण पर एक व्याख्यात्मक टिप्पणी लिखिए ।

4. 'Forms are the basic tools of all office work.' Discuss. 10

'प्रपत्र सभी कार्यालयी कार्य के आधारभूत उपकरण हैं ।' विवेचन कीजिए ।

5. "The decision to shift from manual operation to machine operations in an office is determined by a comparison of cost incurred and costs saved." Examine this statement and describe the direct and indirect costs of employees and machines.

5+5

"किसी कार्यालय में हस्तिय कार्यान्वयन के स्थान पर मशीनी कार्यान्वयन का निर्णय उपगत लागत और बचाई गई लागत की तुलना द्वारा निर्धारित होता है ।" इस कथन का परीक्षण कीजिए और कर्मचारियों तथा मशीनों की प्रत्यक्ष और अप्रत्यक्ष लागतों का वर्णन कीजिए ।

6. Explain the various components of computers, input and output devices. Also discuss the general software used in offices.

7+3

कंप्यूटरों के विभिन्न घटकों, निवेश और निर्गमयुक्तियों को स्पष्ट कीजिए । कार्यालय में प्रयुक्त सामान्य प्रक्रिया सामग्री का भी विवेचन कीजिए ।

7. Describe the term 'standardisation of stationery'. How will you determine the standards of stationery ?

4+6

'लेखन सामग्री का मानकीकरण' पद का वर्णन कीजिए । आप लेखन सामग्री के मानकों का किस प्रकार निर्धारण करेंगे ?

Section 'B'

(अनुभाग 'ख')

8. Write short notes on any *three* : 3+2+2

- (i) Uses of Computer
- (ii) Crossed and uncrossed cheques
- (iii) Modular Furniture
- (iv) Upward Communication
- (v) Fax Machine.

किन्हीं तीन पर संक्षिप्त टिप्पणी लिखिए :

- (i) कंप्यूटर के उपयोग
- (ii) रेखित और अरेखित चेक
- (iii) मॉड्युलर फर्नीचर
- (iv) ऊर्ध्वमुख संप्रेषण
- (v) फैक्स मशीन ।

Part II [Shorthand (English)]**Max. Marks : 38**

All the answers should be written only in English.

Section 'A' is compulsory.

Attempt any *three* questions from Section 'B'.

Section 'A'

1. Explain any *four* of the following, giving at least *two* suitable

examples :

4×2

(a) Vowels

(b) Difference between grammalogues and logograms

(c) Use of 'upward H' and 'downward H'

(d) Use of 'SW' circle

(e) Phraseography

(f) Doubling Principle.

Section 'B'

2. Fill in the blanks with suitable words given in the brackets :

10×1

(i) The first place vowels are written

(through the line/above the line)

(ii) A final circle is always read

(first/last)

(iii) The stroke s or z must be written when initial s is

immediately followed by a

(diphthong/triphone)

(iv) The circle is used in phrases like

as well as and *as we know*. (ss/sw)

(v) The str loop used medially or

finally, but not initially. (may be/may not be)

P.T.O.

(vi) A small initial hook written with the motion adds 'L' to simple straight strokes except upward 'r'. (left/right)

(vii) A small final hook adds to curves. ('f'/'n')

(viii) Initial 'r' is written when preceded by a vowel and initially before 'm'. (downward/upward)

(ix) There are first place diphthongs. (four/two)

(x) 'SH' is written after 'D'. (upward/downward)

3. Write the following words in shorthand : 10x1

(i) paid

(ii) door

(iii) leader

(iv) mission

(v) fine

(vi) label

(vii) fuller

(viii) open

(ix) ten

(x) expense

4. Write the following Grammalogues/Phrases in shorthand : 10×1

(i) wished

(ii) because

(iii) chair

(iv) difficult

(v) equal

(vi) March

(vii) towards

(viii) improvement

(ix) larger

(x) child.

- 5. Write the following paragraph in shorthand. Only essential vowel signs need be shown : 10

We are having the final test during this week, and we have no doubt that you will find the way to qualify the said test. We suggest for your consideration that it would be beneficial if you regularly practice the lessons.

- 6. Transcribe (write in English) the following paragraph : 10

