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Your Roll No

399.

B.A. (Programme)/II E

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) All questions of each Part I and II along with their Sections should be attempted together.
- (ii) Part I answers may be written either in English or in Hindi; but the same medium should be used throughout the paper in Part I but Part II answers should be written in English only.
- (iii) 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.

- टिप्पणी : (i) भाग I तथा भाग II के सभी उत्तर खण्डों के साथ ही हल करें ।
- (ii) भाग I के उत्तर अंग्रेजी अथवा हिंदी में देने हैं; लेकिन भाग I में सभी प्रश्नों के लिए एक ही माध्यम होना चाहिये । भाग II के उत्तर केवल अंग्रेजी में ही देना है ।
- (iii) प्रश्न-पत्र 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 ।

P.T.O.

Part I

Max. Marks : 37

(भाग I)

Office Management

(कार्यालय प्रबन्ध)

Attempt any *three* questions from

Section A. Section B is compulsory.

खण्ड 'क' से किन्हीं तीन प्रश्नों के उत्तर दीजिये।

खण्ड 'ख' अनिवार्य है ।

Section A

(खण्ड 'क')

1. "Office Management is the task of planning, coordinating and motivating the efforts of others towards the specific objectives in the office." Discuss. 10

"कार्यालय प्रबंध, कार्यालय में विशिष्ट उद्देश्यों की प्राप्ति की दृष्टि से किए जाने वाले प्रयासों के आयोजन, समन्वय और अभिप्रेरण का काम है ।" विवेचन कीजिए ।

2. Discuss the importance of Office Layout. What factors would you take into account while laying out an office ? 10

कार्यालय लेआउट के महत्त्व की विवेचना कीजिए ।
कार्यालय का लेआउट बनाते समय आप किन कारकों पर ध्यान देंगे ?

3. Comment on 'Centralization of incoming and outgoing mail'. 10

आवक और जावक डाक के केंद्रीकरण पर टिप्पणी कीजिए।

4. What are the characteristics of an efficient filing system ? Also discuss, why the indexing of a file is required. 10

दक्ष फाइलिंग प्रणाली की विशेषताएँ क्या हैं ? साथ ही विवेचन कीजिए कि किस कारण फाइल का सूचीकरण आवश्यक होता है ?

5. Discuss the need for and importance of stationery and supplies in office work. 10

कार्यालय के कार्यों के लिए स्टेशनरी के महत्त्व और इसकी सप्लाई की आवश्यकता की विवेचना कीजिए ।

Section B

(खण्ड 'ख')

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

- (i) Forms control
- (ii) Crossed and uncrossed cheques
- (iii) Objectives of Records Management
- (iv) Advantages of computers
- (v) Electronic mail.

निम्नलिखित में से किन्हीं तीन पर संक्षिप्त टिप्पणियाँ लिखिए :

- (i) फॉर्मों का नियंत्रण
- (ii) क्रॉसित और अक्रॉसित चेक
- (iii) रिकार्ड प्रबंधन के उद्देश्य
- (iv) कम्प्यूटर्स के लाभ
- (v) इलेक्ट्रॉनिक डाक ।

Part II

Max. Marks : 38

(भाग II)

Stenography (English)

आशुलिपि (अंग्रेजी)

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) Use of 's' circle and 'ss' circle
 - (b) Large circles in phraseography
 - (c) Halving principle
 - (d) R and L hook to straight strokes
 - (e) Shun Hook
 - (f) Stroke 'L' after N and NG.

Section B

Fill in the blanks with appropriate words given in the brackets : 10×1

- (i) Vowel-places are counted from the point at which the stroke (begins/ends)

- (ii) 'Z' in the beginning is represented by
(stroke/circle)
- (iii) The initial sound of 'H' followed by the stroke 'K' is
written (downward/upward)
- (iv) The circle is used in phrases like *it is
said, in this city*. (sw/ss)
- (v) The *str* loop be written when a strongly
sounded vowel occurs between *s* and *r*. (can/cannot)
- (vi) 'R' is thickened and halved for (D/T)
- (vii) Prefix 'self' is represented by a circle
written closed to the stroke in the second vowel place.
(joined/disjoined)
- (viii) The stroke 'L' immediately preceding or following a
circle attached to a curve is in the same
direction as a circle. (written/not written)
- (ix) Half-length forms should not be written
(through/above) the line.
- (x) In phraseography the tick for 'the' is used
initially. (always/never/generally)

3. Write the following words in shorthand : 10×1

- (i) earth
- (ii) hedge
- (iii) official
- (iv) agreement
- (v) elastic
- (vi) parallel
- (vii) master
- (viii) thirty
- (ix) woman
- (x) disagree

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

- (i) significance
- (ii) young
- (iii) opportunity
- (iv) gentleman
- (v) if he may
- (vi) I thank you
- (vii) differenc

(viii) remarked

(ix) you were

(x) by all means

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

If you have a lot of books, you will feel no loneliness if and when men forget you. You can dispense with them in the circumstances; for you will have within yourself, through the brains of your authors, many better men to replace them. The balance of advantage in the change is likely to be in your favour. You will grasp the significance of this remark, I am sure; for the man who derives pleasure from reading books makes for himself reserves of strength to call upon against the time of trouble or stress.

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