

Version No.			

ROLL NUMBER						



0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

0	0	0	0	0	0	0
1	1	1	1	1	1	1
2	2	2	2	2	2	2
3	3	3	3	3	3	3
4	4	4	4	4	4	4
5	5	5	5	5	5	5
6	6	6	6	6	6	6
7	7	7	7	7	7	7
8	8	8	8	8	8	8
9	9	9	9	9	9	9

Answer Sheet No. \_\_\_\_\_

Sign. of Candidate \_\_\_\_\_

Sign. of Invigilator \_\_\_\_\_

**MODEL QUESTION PAPER**  
**DOM/A**  
**DIPLOMA OFFICE MANAGEMENT**  
**ONE YEAR COURSE**  
**OFFICE ADMINISTRATION-III**  
**PERSONNEL & OFFICE MANAGEMENT**  
**Section-A**

**Time: 30 Minutes**

**Marks:20**

**Q.1 Fill the Correct Bubble.**

1- Future course of action to achieve desired results is called:

- |              |               |
|--------------|---------------|
| (a) Planning | (b) Objective |
| (c) Budget   | (d) Financing |

2- Any kind of misunderstanding between two groups or two persons is called:

- |              |               |
|--------------|---------------|
| (a) Conflict | (b) Grievance |
| (c) Consent  | (d) Agreement |

3- The number of subordinates who report directly to a given supervisor or manager is called,

- |                          |                     |
|--------------------------|---------------------|
| (a) Personnel management | (b) Span of control |
| (c) None of these        | (d) Job scope       |

4- Preliminary interview is a basic step of.

- |                       |                             |
|-----------------------|-----------------------------|
| (a) Planning process  | (b) Decision making process |
| (c) Selection process | (d) orientation             |

- 5- A conversation between two people for a particular purpose is called as,
- (a) Communication (b) Interview  
(c) All of these (d) correspondence
- 6- The act of assigning work to subordinates is \_\_\_\_\_
- (a) delegation (b) responsibility  
(c) tasking (d) all of these
- 7- MBO stands for \_\_\_\_\_
- (a) management by objectives (b) management by orientation  
(c) management and business organization (d) None of these
- 8- O&M stands for \_\_\_\_\_
- (a) organization and methods (b) operations and maintenance  
(c) office and management (d) office and marketing
9. The number of subordinates who report directly to a given supervisor or manager is called,
- a. Span of control b. personnel management  
c. Job description d. Job Scope
10. Middle management makes the following plans,
- a. Strategic plans b. operational plans  
b. Functional plans d. corporate plans
11. Preliminary interview is a basic step of,
- a. Planning process b. recruitment and selection  
b. Management d. orientation
12. The last function of management is,
- a. Planning b. leadership  
b. controlling d. organizing
13. Communication among the employees of same organization is,

- a. internal
  - b. external
  - b. inward
  - d. outward
14. Department dealing with all types of mails is,
- a. correspondence
  - b. personnel
  - b. finance
  - d. IT
15. Person considered as the face of an organization is,
- a. receptionist
  - b. secretary
  - c. clerk
  - d. manager
16. Detail of the meeting to be held is,
- a. Agenda
  - b. Minutes
  - d. Notice
  - d. memorandum
17. Flat structures have,
- a. Narrow span of control
  - b. wide span of control
  - b. Large number of employees
  - d. less number of employees
18. Strategies are,
- a. Long-term plans
  - b. medium-term plans
  - b. short-term plans
  - d. goals and objectives
19. Group of people moving in the direction of common goals and objectives,
- a. organization
  - b. team
  - c. management
  - d. delegation
20. Routine plans are,
- a. operational plans
  - b. strategic plans
  - d. tactical plans
  - d. divisional plans

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**DIPLOMA OFFICE MANAGEMENT**  
**ONE YEAR COURSE**  
**OFFICE ADMINISTRATION-III**  
**PERSONNEL & OFFICE MANAGEMENT**  
**SUBJECTIVE**

**Time: 2:30 Hours**

**Marks: 80**

**Note: Attempt any four questions.**

- Q.1 Define communication. Explain the process of communication in detail. 20
- Q.2 What is motivation. Explain any one theory of motivation in detail. 20
- Q.3 Define leadership. Describe the qualities of a good leader in detail. 20
- Q.4 What is management. Explain its functions in detail. 20
- Q.5 Define decision making. Explain the process of decision making in detail. 20
- Q.6 How many techniques of interview there are. Explain then in detail. 20
- Q.7 What is filing. Explain the classification of filing in detail. 20
- Q.8 Define personnel management. Explain the personnel functions in detail. 20

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