

2025

(CBCS)

(6th Semester)

PUBLIC ADMINISTRATION

ELEVENTH PAPER

(Office Management in Government)

Full Marks : 75

Time : 3 hours

The figures in the margin indicate full marks for the questions

(SECTION : A—OBJECTIVE)

(Marks : 10)

Tick (✓) the correct answer in the brackets provided :

1×10=10

1. The method of controlling an office to achieve the purpose is called

(a) office administration ()

(b) office layout ()

(c) office management ()

(d) office furnishing ()

2. Office management structure refers to

(a) artificial lighting of rooms ()

(b) scientific arrangement of reports ()

(c) systematic disposal of documents ()

(d) pattern of relations between various positions ()

3. The main purpose of office layout is
- (a) good human relations ()
 - (b) efficiency and economy ()
 - (c) best furniture and machines ()
 - (d) stability ()
4. Furnishing of an office has protective value and
- (a) decorative value ()
 - (b) economic value ()
 - (c) political value ()
 - (d) administrative value ()
5. Office report can be described as
- (a) systematic arrangement of reports ()
 - (b) systematic presentation of information ()
 - (c) systematic arrangement of documents ()
 - (d) systematic arrangement and keeping of records ()
6. A form of communication that is employed for obtaining the advice, views, concurrence or comments of other departments is known as
- (a) office order ()
 - (b) endorsement ()
 - (c) memorandum ()
 - (d) inter-departmental note ()
7. The three phases of human resource management in an office includes
- (a) acquisition, recruitment and pension ()
 - (b) acquisition, retention and termination ()
 - (c) acquisition, training and promotion ()
 - (d) acquisition, retention and promotion ()
8. Which of the following is the characteristic of office supervision?
- (a) Stationery ()
 - (b) Recruitment ()
 - (c) Guidance ()
 - (d) Machines ()
9. G2B in e-Governance refers to
- (a) Government to Boards ()
 - (b) Government to Body ()
 - (c) Government to Beneficiaries ()
 - (d) Government to Business ()

10. The objectives of office automation include
- (a) efficiency, productivity, accuracy and cost reduction ()
 - (b) efficiency, job displacement, accuracy and productivity ()
 - (c) efficiency, discomfort with new system and accuracy ()
 - (d) efficiency, lack of understanding and productivity ()

(SECTION : B—SHORT ANSWERS)

(Marks : 15)

Answer the following questions in about 50 words each :

3×5=15

UNIT—I

1. What is meant by 'office management'?

OR

2. What is 'structure' in office management?

UNIT—II

3. What is meant by office furnishing?

OR

4. Mention the different types of office machines.

UNIT—III

5. What is meant by filing?

OR

6. State the classification of official record.

UNIT—IV

7. What is human resource management?

OR

8. Define supervision.

UNIT—V

9. What is meant by e-Governance?

OR

10. Mention three barriers of office automation.

(SECTION : C—DESCRIPTIVE)

(Marks : 50)

Answer the following questions :

10×5=50

UNIT—I

1. Discuss the functions of office management.

OR

2. Describe the importance of office management in Government.

UNIT—II

3. Discuss the meaning and importance of office layout in Government.

OR

4. What are the various important principles to be followed in selecting office furniture?

UNIT—III

5. Discuss the various forms of written communication in an office.

OR

6. What is meant by official report? Discuss the various types of office report.

UNIT—IV

7. Write a note on financial sanction in an office.

OR

8. Discuss the meaning and importance of conduct and discipline in an office.

UNIT—V

9. Discuss the use of computer in government offices.

OR

10. Write a note on office automation.
