

2025

(NEP—2020)

(4th Semester)

PUBLIC ADMINISTRATION (MAJOR/MINOR)

(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. Office management refers to

- (a) arrangement of materials in the office ()
- (b) controlling the activities of an office ()
- (c) systematic disposal of documents ()
- (d) pattern of relations between various positions ()

2. The objective of office layout is to ensure

- (a) efficiency ()
- (b) economy ()
- (c) smooth and continuous flow of work ()
- (d) better office furniture keeping of files ()

3. The characteristics of an official report include

- (a) transparency ()
- (b) accuracy ()
- (c) secrecy ()
- (d) system ()

4. The systematic arrangement and keeping of records is called
(a) filing () (b) method ()
(c) procedure () (d) record ()
5. The term 'communication' is derived from
(a) Greek word () (b) English word ()
(c) Latin word () (d) French word ()
6. The objective of human resource management includes
(a) functional objective ()
(b) traditional objective ()
(c) economic objective ()
(d) religious objective ()
7. The manner in which an organization is managed and conducted is known as
(a) discipline () (b) supervision ()
(c) conduct () (d) control ()
8. Financial sanctions in an office refer to
(a) transaction of business ()
(b) implementation of government schemes ()
(c) execution of rules and regulations in an office ()
(d) authorization for expenditure from public funds ()
9. G2E in e-Governance means
(a) Government to Enterprise ()
(b) Government to Entrepreneur ()
(c) Government to Employees ()
(d) Government to Empanelment ().
10. Office automation is related to
(a) integration of office functions ()
(b) decentralization of office function ()
(c) delegation of office work ()
(d) dissemination of office work ()

(SECTION : B—SHORT ANSWERS)

(Marks : 15)

Answer *five* questions, taking at least *one* from each Unit :

3×5=15

UNIT—I

1. What is meant by office management?
2. Mention the different types of office furniture.

UNIT—II

3. Define official communication.
4. What is meant by official report?

UNIT—III

5. What is meant by supervision?
6. State the importance of discipline in an office.

UNIT—IV

7. What are the uses of Internet in government offices?
8. Mention three challenges of office automation.

(SECTION : C—DESCRIPTIVE)

(Marks : 50)

Answer *five* questions, taking at least *one* from each Unit :

10×5=50

UNIT—I

1. Discuss the functions of office management.
2. Discuss the meaning and objectives of office layout.

UNIT—II

3. Define filing. Discuss the characteristics of good filing system.
4. What is office record? Discuss the main classification of office record.

UNIT—III

5. Describe the salient features of human resource management in an office.
6. Discuss the various techniques of supervision.

UNIT—IV

7. Discuss the importance of computer for the smooth functioning of government offices.
8. Write a note on e-Governance.
