

T.Y. B.Com  
sem - V

24/10/2024

Commerce - II

Sub. Code: 23109

Time: 3.00 Hrs

Marks: 100

- Instructions:-1. All questions are compulsory**  
**2. The numbers to the right indicate the marks for the respective questions**

**Q.1 A. Match the Pairs** 10

Group A	Group B
1. Continuous Process	A. Internet
2. The most popular modular unit	B. Master of Business Administration
3. Printing machine	C. Barriers in Communication
4. Classification of documents	D. Office Management
5. Managerial training	E. Office Equipment
6. M.B.A	F. Downward Communication
7. Communication is from superior to inferior	G. L Unit
8. Information Technology	H. Record Management
9. Language Barrier	I. Computer Based
10. World Wide Web	J. Skill Development
	K. D Unit
	L. Upward Communication

**B. Write the answers in one sentence**

10

1. State two characteristics of a modern office
2. What is office management?
3. State two purposes of Record management
4. State two advantages of Horizontal communication
5. State two advantages of downward communication
6. State two limitations of computer services
7. What is a landscape office?
8. Write any two items to be mentioned in pay slip
9. Write two names of modern office equipment
10. What is vowel index?
11. State any two types of leave
12. State two features of internal office layout

**Q.2. Solve any two of the following questions**

- a. Explain the role of office manager
  - b. Explain the duties and responsibilities of an office manager
- OR**
- c. Explain the function of commercial administration.
  - d. Explain the qualities of an office manager

08

07

08

07

**Q.3. Solve any two of the following questions**

- a. Explain criteria for selection of office equipment
- b. Different types of office equipment

08

07

**OR**

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- c. Explain the importance of office equipment 08
- d. Explain the characteristics of an ideal office internal layout 07

**Q.4. Solve any two of the following questions**

- a. What factors are considered while selecting media for office communication 08
- b. State the barriers to effective office communication 07

**OR**

- c. Explain the medium of office communication. 08
- d. Explain the advantages of upward communication. 07

**Q.5. Solve any two of the following questions**

- a. Explain Role and importance of Record management 08
- b. Explain the characteristics of an effective information management system 07

**OR**

- c. Explain the duties of Record management department 08
- d. Explain the method and process of managing inactive files 07

**Q. 6. Write a note (any 4)** 20

- a. Elements of a Management Information System
- b. Intra- firm methods of communication
- c. Diagonal Communication
- d. The ideal method of purchasing office stationery
- e. Limitations of office equipment
- f. Internet usage