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Total Pages : 4

Roll No. -----

CVEOM/DVEOM-102

Introduction to E-Office Management-I

C.Voc./D.Voc.(Soft Skill & E-Office Management)

Examination 2021 (Winter)

Time: 2 Hours

Max. Marks: 100

Note : This paper is of hundred (100) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section – A

(Long Answer – type questions)

Note: Section 'A' contains Five (05) long-answer-type questions of Twenty Six (26) marks each. Learners are required to answer any two (02) questions only.

[2 x 26 = 52]

P.T.O.

- Q.1. (a) What is an office? State the importance of an office in the business. (10)
- (b) Discuss the various service that can be provided through e-office. (8)
- (c) State the challenges that the office fears in the near future in our country. (8)
- Q.2. (a) Define management and also explain the characteristics and functions of management? (16)
- (b) Discuss the principles of management. (10)
- Q.3. (a) Explain the steps for managing incoming mail and outgoing mails? (8)
- (b) Write down the steps to manage external mails. (10)
- (c) Explain the importance of mailing system in this digital era. (8)
- Q.4. (a) Define e-commerce. Also explain features of e-commerce. (8)
- (b) Discuss the importance and applications of e-commerce. (8)

- (c) Explore the models of e-commerce. (10)
- Q.5. (a) Define the functions of banks. What do you mean by e-banking? (8)
- (b) Explain different methods of remittances? (8)
- (c) List the benefits of e-banking and also explain e-banking services. (10)

Section – B

(Short-answer-type questions)

Note: Section 'B' contains Eight (08) short-answer-type questions of Twelve (12) marks each. Learners are required to answer any Four (04) questions only.

[4 x 12 = 48]

- Q.1. (a) What is the modern concept of office? State its characteristics. (6)
- (b) Why the office is sometimes called the service department? (6)

P.T.O.

- Q.2 Discuss the role of an office manager. List the important qualities of an office manager. (12)
- Q.3 (a) Define filing system. (4)
(b) Explain the classification and method/techniques of filing system. (8)
- Q.4 (a) What is MS PowerPoint? Write the key functions of PowerPoint. (8)
(b) How to apply custom animation in PowerPoint. (4)
- Q.5 (a) What is the Internet? How it makes information available for us? (6)
(b) How to find information on the Internet. (6)
- Q.6 (a) Explain the various components of an e-office. (6)
(b) Describe the e-file management system. (6)
- Q.7 (a) What do you understand by minutes of meeting? (4)
(b) Discuss the types of meeting in detail. (8)
- Q.8. Explain the need and importance of management information system. (12)