

**DIPLOMA IN OFFICE MANAGEMENT
EXAMINATION, MAY 2011**

Commerce

MODERN OFFICE MANAGEMENT – I

Time : 3 Hours

Maximum : 75 Marks

(5 × 15 = 75)

Answer any **five** questions.

1. What is office management? Describe the various functions of office management.
2. State the duties and functions of office management.
3. Write a note on office organization structure.
4. What do you mean by office manual? What are its contents and uses?

5. Discuss the factors to be considered in the selection of office location.
6. Discuss the importance of an office lighting and ventilation.
7. What are principles to be followed while selecting the office furniture. ?
8. Describe the importance of good working environment for the office staff.
9. What factors will you consider for selecting office machines for a modern office ?
10. Explain the merits and demerits of mechanisation in an office.

D.O.M. DIPLOMA EXAMINATION, MAY 2011**Diploma in Office Management****PRINCIPLES OF ACCOUNTANCY**

Time : 3 Hours

Maximum : 75 Marks

(5 × 15 = 75)

Answer any **five** questions.
All questions carry equal marks.

1. Explain the meaning and significance of the various concepts used in Accounting.
2. Journalise the following in the books of Murugan & Co. and post them to the Ledger.

2000		Rs.
March 5	Sold on credit to Sitaram & Co.	325
8	Purchased on credit from Hari	1,200

Rs.

2000

March 10	Purchase for cash from Mohan & Co.	300
15	Sold to Gopal Bros on credit	125
18	Returned to Hari	200
20	Purchased from Kassar and Co.	500
26	Gopal Bros returned goods	25

3. Ram and Alam had on 1st January 2001 cash in hand Rs. 450 and cash at Bank Rs. 6,500. The cash transactions were as follows :

		Rs.
Jan. 2	Received cheque from Ali (in full settlement of debt. of Rs. 650)	620
	Paid for advertising by cheque	350

		Rs.	
Jan.	3	Cash sales	250
		Paid salaries and wages	435
	4	Amount withdrawn from bank for use in office	600
	5	Drawn cash for domestic use by Ram	200
	6	Issued cheque in favour of Rao and Sons (Discount Received Rs. 25)	1,000
	8	Received cheque from Mehta Bros. (Discount allowed Rs. 20)	800

		Rs.	
Jan.	10	Sale of Machinery, payment received in cheque	2,500
	12	Bank returns cheque of Mehta Bros. dishonoured	
	15	New Machinery purchased and cheque issued	10,000
		Paid installation expenses in cash	500
		Bank charges as per Pass-Book	10

Write-up the Triple column cash book.

4. Rectify the following errors and prepare the suspense account :—

(a) The total of the Return outwards Book Rs. 210 has not been posted in the Ledger.

(b) A purchase of Rs. 400 from Saran has been entered in the Sales book. However, Saran's account has been correctly credited.

(c) A sale of Rs. 430 to Ramkant has been credited in his account as Rs. 340.

(d) A sale of Rs. 295 to Kristen has been entered in the sales book as Rs. 269.

5. Enumerate the various kinds of errors committed in writing up a set of books.

6. The passbook of a company showed an overdraft of Rs. 2,560.

- (a) The company had sent to the bank three cheques on 28th December 2000. The cheques were for Rs. 1,100, Rs. 1,560 and Rs. 930. Of these only the cheque for Rs. 1,100 was credited by the bank before 31st December 2000.
- (b) The company had issued, on 27th December, cheques for Rs. 820, Rs. 530 and Rs. 760. The cheque for Rs. 760 was paid before the 31st December. The other cheques were paid on 3rd January 2001.
- (c) The Bank had debited the company with Rs. 20 as bank charges and Rs. 120 as interest. Entries in the cash book had not yet been made.
- (d) The Bank had collected Rs. 500 from a customer against a bill but the fact was not yet recorded in the cash book.

Prepare the Bank Reconciliation statement as on 31st December, 2000.

7. What are the objectives of preparing a Trial Balance ?
8. What is a Receipts and Payments Account ? How does it differ from an Income and Expenditure Account ?
9. The following are the balances abstracted from the books of Mr. Nandan.

Balances 31st December 2003

	Rs.
Nandan Capital	30,000
Nandan Drawings	5,000
Furniture and fittings	2,600
Bank overdraft	4,200
Creditors	13,300

	Rs.
Business premises	20,000
Stock on 1st Jan. 2003	22,000
Debtors	18,600
Rent from Tenants	1,000
Purchases	1,10,000
Sales	1,50,000
Sales Returns	2,000
Discounts-Debit	1,600
Discounts-Credit	2,000
Taxes and insurance	2,000

	Rs.
General Expenses	4,000
Salaries	3,000
Commission-Debit	2,200
Carriage on purchases	1,800
Provision for Bad and Doubtful Debts	600
Bad debts written - off	800

Stock on hand on 31st December 2003 was estimated at Rs. 20,000. Rent Rs. 300 is still due from the tenant. Salaries Rs. 750 are as yet unpaid. Write off Bad debts Rs. 600 and depreciate. Business premises by Rs. 300 and furniture fittings by Rs. 266. Make a provision of 5% on Debtors for Bad and Doubtful Debts and a provision of 2% for Discounts. Allow interest on capital

at 5% and carry forward Rs. 700 for unexpired insurance. The Manager is entitled to a commission of 10% on profits remaining after charging his commission. Prepare Trading Account. Profit and Loss Account and Balance Sheet as on 31st December 2003.

10. The following particulars relate to the sports club for the year ended 31st December 1990

Receipts and payments a/c for the year ended 31.12.90

	Rs.		Rs.
To balance b/d	600	By Salaries	1,245
„ Subscriptions :		„ Stationery	240
„ Arrears 24		„ Rates and Taxes	360
„ Current 1,266		„ Telephone	60
„ Advance 48	1,338	„ Investments	750
	<hr/>	„ Advertisements	105
„ Profit from canteen	900		

„Miscellaneous	45	„Postage	100
„Sale of old Newspaper	112	„Sundries	350
„Dividends	485	„Bal c/d	270
	<hr/>		<hr/>
	3,480		3,480
	<hr/>		<hr/>

You are required to prepare an income and expenditure account and Balance Sheet after making the following adjustments.

- (a) There are 450 members each paying annual subscription of Rs.3, Rs. 27 being an arrears for 1989 at the beginning of this year.
- (b) Stock of stationery on 31st December 1989 was Rs. 30 on 31st December 1990. Rs. 54.
- (c) Cost of building is Rs. 6000. Depreciate at the rate of 5%.

D.O.M. DIPLOMA EXAMINATION, MAY 2011**MODERN COMMUNICATION SYSTEM**

Time : 3 Hours

Maximum : 75 Marks

Answer any **five** questions (5 × 15 = 75)

All questions carry equal marks.

1. Discuss the essentials of Effective Communication.
2. Explain the various types of Communication.
3. Place an order for certain goods which you reserve the right to reject if delivered after more than 5 days of the date of order. State that they are to be sent by Parcel post.
4. Write a letter to your supplier pointing out the poor quality of cloth sent by him, which has caused loss to you. Ask for the reimbursement of the loss, Inferior quality goods supplied).

5. Draft a circular letter announcing a gift scheme on the occasion of Diwali to increase the sales of the latest designs of suitings.
6. Write a sales letter to promote the sales of Payban.
7. Draft an application letter for the post of accountant in a Private concern.
8. As the principal of a college, draft a testimonial to be given to an eminent sportsman of your college.
9. Discuss the various modern media of communication.
10. Write a note on *e-mail* and internet.

D.O.M. DIPLOMA EXAMINATION, MAY 2011**Diploma in Office Management****PRINCIPLES OF MANAGEMENT**

Time : 3 Hours

Maximum : 75 Marks

(5 × 15 = 75)

Answer **five** questions.
Each question carries 15 marks.

1. What are the functions of management ?
2. What are the contributions of Henri Fayol to Management ?
3. Explain the importance of planning.
4. Discuss the various objects of planning.

5. What are the factors determining the degree of decentralisation ?
6. What are the steps in the process of delegation ?
7. What are the stages in selection ?
8. Explain the various kinds of interview.
9. What is the importance of direction ? And also explain the techniques of direction.
10. What are the requirements of effective control ? Also, explain the benefits of control.

D.O.M. DIPLOMA EXAMINATION, MAY 2011**Diploma in Office Management****MODERN OFFICE MANAGEMENT – II**

Time : 3 Hours

Maximum : 75 Marks

(5 × 15 = 75)

Answer any **five** questions.

1. What are the advantages of a good filing system ?
2. Briefly explain Centralised and Decentralised filing systems.
3. What is indexing ? Explain its types.
4. What are the recent developments in visible card Indexing system ?

5. Discuss the problems involved in the control of Stationery.
6. Discuss the need for and importance of stationary and supplies in office work.
7. Briefly explain the various functions performed by an organization.
8. Explain the different techniques used in the organization.
9. Explain the features and benefits of work simplification charts.
10. What is work measurement ? Explain its importance.

D.O.M. DIPLOMA EXAMINATION, MAY 2011**Diploma in Office Management****ELEMENTS OF STATISTICS**

Time : 3 Hours

Maximum : 75 Marks

(5 × 15 = 75)

Answer any **five** questions.

All questions carry equal marks.

1. What do you mean by statistics ? State its features.
2. Discuss the functions, scope and limitations of statistics.
3. Distinguish between Primary data and Secondary data.

4. What do you mean by secondary data ? What are the important sources of secondary data ?

5. (a) Prepare a bar diagram for the following data :

Year	:	2002	2003	2004	2005	2006	2007
Profit							
(in Rs. '000)	:	32	55	63	70	89	95

(b) From the following data draw a suitable diagram

Year	...	Production (in '000 Units)		
		X	Y	Z
2002	...	47	55	73
2003	...	32	60	79
2004	...	50	75	85

2005	...	55	87	98
2006	62	96	110

6. What are the rules for constructing Diagram? Describe the important types of Bar Diagram.
7. The details regarding monthly production of 100 factories are stated in the following table :

Production in tons	:	0-40	41-50	51-60	61-70	71-80	81-90	91-100
No. of factories	:	25	15	11	20	13	6	10

Find out the Median.

8. Calculate Mode from the following data using the formula :

$$\text{Mode} = 3 \text{ Median} - 2 \text{ mean}$$

Average Monthly

Sales : Less than 20 30 40 50 60 70 80
90 100

No. of factories : 7 15 22 30 42 53 59
70 80

9. Calculate the correlation between age and exercising habits of teachers in a district.

Age : 30 31 32 33 34 35
% of teachers
doing exercise : 80 40 90 50 40 40

10. Calculate rank correlation co-efficient from the following data.

X : 22 28 31 23 29 31 27 22 31 18
Y : 18 25 25 37 31 35 31 29 18 20

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D.O.M. DIPLOMA EXAMINATION, MAY 2011**Office Management****ELEMENTS OF BUSINESS LAW**

Time : 3 Hours

Maximum : 75 Marks

(5 × 15 = 75)

Answer any **five** questions.

All questions carry equal marks.

1. Describe the essentials of a Valid contract.
2. Write a short notes on Unenforceable contract, Quasi Contract, Executed contract and Unilateral contract.
3. Define the term 'goods'. What are the different types of goods?
4. Discuss term Document of title to goods, Earnest, and Stipulations as to time.

5. What is a Negotiable instrument ? Explain its special characteristics.
6. Explain the various types of Negotiable instruments.
7. What is meant by contract of insurance ? How it differs from wages ?
8. What is meant by Re-Insurance and Double insurance ? Give examples.
9. Discuss the various rules for Payment of Wages.
10. State the provisions of the Factories Act, 1948 with regard to health of the workers.

D.O.M. DIPLOMA EXAMINATION, MAY 2011**Diploma in Office Management****SECRETARIAL PRACTICE**

Time : 3 Hours

Maximum : 75 Marks

(5 × 15 = 75)

Answer any **five** questions.
Each question carries equal marks.

1. What are the provisions of the Companies Act regarding Quorum ?
2. Explain the provisions of the Companies Act for Convening Board Meeting .
3. Explain the legal provisions relating to the statutory meeting.
4. What are the duties of a Company Secretary regarding Annual General Meeting ?

5. What is an Extra-ordinary general meeting ? When is it convened ?
6. What is the effect of failure to convene the Annual General Meeting ?
7. Explain the legal provisions relating to special resolution.
8. State the business to be considered by means of ordinary resolutions.
9. Explain the duties of secretary relating to the preparation of notice.
10. Explain the steps involved in preparing Minutes..
