

**MAY 2011**

**P/ID 6036/MEV**

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Time : Three hours

Maximum : 80 marks

PART A — (8 × 5 = 40 marks)

Answer any EIGHT questions.

1. What is office organisation?
2. Write about office forms that are used in office.
3. What is mechanisation?
4. Write on 'planning'.
5. What is a good report?
6. What are the incentives offered to clerks in an office?
7. Mention few types of office equipments used in an office.
8. What are the contents in a report?
9. Who is a supervisor?
10. What is case study approach?

11. How clerks are selected in an office?
12. Write on training and the purpose.

PART B — (4 × 10 = 40 marks)

Answer any FOUR questions.

13. Explain report writing procedures.
  14. Discuss the various types of planning.
  15. What are the types of incentives?
  16. Discuss the technique of job analysis.
  17. What is organisation and method?
  18. Discuss interview techniques in selecting the clerical staff.
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