

CBSE | DEPARTMENT OF SKILL EDUCATION

OFFICE PROCEDURES & PRACTICES (SUBJECT CODE 824)

Sample Question Paper for Class XI (Session 2024-2025)

Max. Time: 3 Hours

Max. Marks: 60

General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section has 06 questions.
 - ii. There is no negative marking.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section contains 18 questions.
 - ii. A candidate has to do 11 questions.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.

SECTION A: OBJECTIVE TYPE QUESTIONS

Q.1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)	
i.	Active, Passive	1
ii.	Undo =Ctrl +Z Redo=Ctrl +Y	1
iii.	(a) Attainable	1
iv.	(a) High	1
v.	Self-Motivation is the ability to do what need to be done without the influence or thrust from other people or situations.	1
vi.	Water policy Analyst, Water treatment specialist, water conservation representative	1
Q.2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i.	(a) Owners and employees	1
ii.	(b)Communis	1
iii.	(a) Mechanization	1
iv.	(a) Same message to large reader	1
v.	Ture	1
vi.	Advantage of office Form: (a) Save Time (b) Reduce Chances of Mistake (c) Simplify the Office Procedure (d) Reduction in Cost of Office Operations (Any two)	1
vii.	Office forms	1
Q.3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	(d) All of the above	1
ii.	(a) Single chain	1
iii.	(a) Franking	1
iv.	(b)Post Script	1
v.	(a) Sir/Madam	1
vi.	(a) Economy	1
vii.	Ture	1
Q.4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	(c) Both a' and b'	1
ii.	(d)All of the above	1
iii.	Ture	1
iv.	(a) One department and other in same organization	1
v.	(b) front office	1
vi.	(a) Oral communication	1
Q.5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	(c) Office manager	1
ii.	(b) Stock Register	1
iii.	Ture	1
iv.	Non-verbal	1
v.	(a) Quality of work	1
vi.	(a) Correspondence related to business	1
Q.6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	(a) Office	1
ii.	(a) Feedback	1
iii.	(c) Communication by Letter	1
iv.	Ture	1
v.	(a) Principle of use	1
vi.	(d) All of the above	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)

Answer each question in 20 – 30 words.

Q.7	<p>Office Manuals: When the office systems or procedures are reduced in writing in the form of a book they are called office manuals. These written instructions are issued to the staff to acquaint them with their duties which are called Duty Lists. The office manual is prepared and maintained by the management and only the Duty List is issued to the staff.</p> <p>Advantages: a) It is easier for the management to supervise as the procedures are known to the members of the staff. b) It is a kind of authority on the procedures.</p> <p>Disadvantages: a) It is expensive to prepare such manuals. b) It is difficult to keep them up to date and will have to be received from time to time.</p>	2
Q.8	<p><u>Safety – First Aid Box, Fire, Accident</u> A few measures for the safety of the workers are given below: First Aid Box: One first Aid Box should be provided for workers. The box should be in the charge of a person trained in First Aid. At least two or three members of the staff should be trained to render first aid in case of need. The first aid box should be kept at a convenient place. Fire Precaution: Fire extinguishers should be provided. The workers should know how to use a fire extinguisher in case of emergency. Such fire extinguishers should be placed at convenient places. Fire exits and escape routes should be clearly marked. Fire alarm should be fixed and tested from time to time. The workers should be made familiar with those precautions. Accidents: Offices are not usually dangerous places but still accidents do occur. The majority of accidents can be avoided by taking the correct safety measures. To avoid accidents, there should not be potholes on the floors. Carpets and durries should be mended if torn and frayed so that the clerks may not trip over while walking.</p>	2
Q.9	<p><u>The elements involved in communication process:</u> a) Sender: Sender means person who conveys his thoughts or ideas to the receiver, the sender represents source of communication. b) Message: It is the content of ideas, suggestions, order etc. intended to be communicated. c) Encoding: It is the message into communication symbols such as words, pictures, gestures etc. d) Media: It is the path through which encoded message is transmitted to receiver. The channel may be in written form, face to face, phone call, internet etc. e) Decoding: It is the process of the sender. f) Receiver: The process who receives communications of the sender. g) Feedback: It includes all those actions of receiver indicating that he has received and understood message of sender. h) Noise: Noise means some obstruction or hindrance to communication.</p>	2
Q.10	<p><u>styles of typing business letters:</u> a. Indented Style: The word “indented” generally refers to the beginning of first line of each new paragraph by indenting i.e. giving five or seven spaces from the left set margin and typing the remaining lines of paragraph from the left set margin. b. Fully Block Style: This style is also called American style of typing the letters. The word “Block” generally refers to the starting of all the parts of the letter, including the first line of each paragraph from the left set margin. A specimen of the Fully Block style of business letter is given below c. Semi Block Style: Semi -Block style is the mixture of both the indented style and the block style. In this style, there is no indentation in the first line of each paragraph. All the lines of the paragraph start from the left set margin. All the other parts of the letter are typed more or less in the same way as in the indented style. It gives a neat and balanced look to the letter.</p>	2

Q.11	Factors influencing Team Building:(any two) 1. Ambition 2. Experience 3. Alignment 4. Trust 5. Style of working 6. Communication Skills	2
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Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)

Q.12	Name two Green Projects which are focusing on Sustainable development and Growth a) Solid Waste Management by 'Swachh Cooperative' b) Modern Chulha of 'Society of Development and Environment Protection' c) Bio toilet by 'Green Solution Foundation'	2
Q.13	Procedure to fill forms Online: Before applying online, we must make it sure that we have all eligibility documents, scanned passport size photograph and signature for the purpose of uploading on official website. a) We need to know the official website of the conducting authority which is usually given in the advertisement and if not, can be simply found on Google Search. b) Filling up forms online is very simple. Only we have to login into the site and click on dashboard. There will be blank form and data option. Just click on blank form, a new form will appear and we will have to fill the desired columns. The main advantage of filling online forms is that we can apply while sitting at home if we have the internet facility. A little mistake in filling the application can reject our application so we should follow step by step procedure for filling up online. We should always enter our present address or valid mobile number and email ID for future communication. The scanned signatures and passport size photographs should be uploaded at the required box of the form. After successfully filling the form in all respects, we should take print out of duly filled form for future reference.	2
Q.14	Personality Disorders: 1. Paranoid 2. Antisocial 3. Schizoid 4. Borderline 5. Narcissistic	2
Q.15	steps to insert a text box in a slide: 1. Click the Text button on the Drawing bar, the mouse pointer changes to + the sign. 2. Place the mouse pointer on the slide where you want to add the text box and click and drag on the slide to draw a text box.	2
Q.16	Close-Ended Questions: Closed questions are those that need a one word response. Usually either a 'yes' or a 'no'. Closed questions are typically asked when requesting for permission, or clarifying information.	2

Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)

Q.17	(a) Noise control: noise is common complaint of staff in the offices. It causes distraction to the workers. It is sometimes the cause of irritation. It causes mistakes and delays. It causes fatigue to the workers. It may result in inefficiency of the workers. It decreases productivity especially for complex or difficult tasks. Noise may be 1) Internal 2) External (b) Cleanliness: A modern well cleaned office will create a lasting impression on its workers and clients. A light, bright and clean office contributes to staff morale. If the office is neat and clean it will not only contribute to the general health and well being of the clerks but also to the neatness and accuracy of the work put in by them and the workers will take a pride of their office. (c) Ventilation: The office should be well ventilated. Constant flow of fresh air in the office will reduce the fatigue. The rooms will become suffocated if there is no proper ventilation	3
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	especially in the rainy season. It will create drowsiness in the workers which lowers their efficiency. In summers, when hot winds blow, cause irritation to staff working in the office.	
Q.18	<p>Methods of Purchasing Stationery: The expenditure on stationery in an office will depend upon several factors but one of them is efficient buying. Very large firms who use lot of stationery during the course of the year usually adopt any one of the following methods of purchasing stationery :</p> <p>a) Buying by tenders. b) Buying by asking quotations from the suppliers. c) Buying from the same supplier year after year. d) Buying from the travelling salesman of the manufactures or suppliers.</p> <p>a) Tender System:- The Office Manager or the Chief Executive has to decide about the quality and the quantity of the stationery to be purchased. He has also to decide whether the supplies for the whole of the year should be purchased at one time or it should be spread over the year in three or four instalments. After deciding, the firm advertises in the newspapers inviting tenders specifying the quality and quantity to be purchased.</p> <p>b) Quotation System: Under this system, the firm writes letter of enquiry to the supplier or the manufacturer asking them to submit their quotations. Sometimes specimens of the stationery required are also sent to the supplier. This system is practically the same as that of asking for tenders except that the time of the firm in writing letters of enquiry to different firms is saved in the case of tender system.</p> <p>c) Purchasing from the same Supplier: Some firms do not follow the methods of purchasing stationery mentioned above but adhere to the old system and place order year after year with the same suppliers. Whenever they stand in need of any particular item of stationery, they ask the suppliers to send that particular item.</p> <p>d) Purchasing from the Travelling Salesman: Manufacturers or wholesalers often send their travelling salesmen with samples to book orders, Experience has shown that the travelling salesmen do not always prove to be trustworthy.</p>	3
Q.19	<p><u>Advantages of an Office Mechanization:</u></p> <p>a) Reduction in Operation Costs: Office machines are labour saving devices. They save manual effort and increase productivity and thus lead to overall reduction in operating costs.</p> <p>b) Higher Efficiency: The speed of work is greatly increased with the use of machines. This results in higher efficiency on account of saving in time. Written material is generally neat and legible.</p> <p>c) Greater Accuracy: Mechanization ensures accuracy of work, prevents clerical errors and provides for automatic checking of the documents.</p> <p>d) Relieves Monotony: A job of repetitive nature creates boredom and monotony amongst the employees. This monotony of routine work is reduced with the help of machines. This gives considerable satisfaction to office staff.</p> <p>e) Effective Control: Mechanization enables management to exercise more effective control over office activities. For example, data can be analyzed by computers promptly to check the work done quickly.</p> <p>f) Better Service: The use of machines results in improvement of office services and activities. For example, the invoices, statements and other documents are prepared in legible form and distributed and dispatched more promptly. This enhances the popularity of the organization.</p> <p>g) Standardization: The use of machines facilitates standardization of the work done in terms of qualitative output. This enhances working spirit and better coordination between the employees.</p> <p><u>Disadvantages of an Office Mechanization</u></p> <p>a) Heavy Investment: Many office machines like computer require huge initial investment. Generally it may not be possible to make the maximum use of a costly machine. An idle machine is as wasteful as idle labour.</p>	3

	<p>b) High Maintenance Cost: Machines require periodical repair, cleaning, oiling and maintenance. This involves an additional cost for the organization. Apart from this, running cost may also be very high. Breakdown of machine may cause considerable loss.</p> <p>c) Cost of Skilled Operators: Special skills are required for operating machines and it is necessary to pay more for skilled employees and trained staff. Money has also to be spent on the training of office staff.</p> <p>d) Problem of Changing Existing System: Machines purchased for specialized jobs cannot be adapted to new systems. Machines make the existing system less flexible.</p> <p>e) Employees Resistance: Employees generally do not like installation of machines due to fear of unemployment and losing their jobs.</p> <p>f) Risk of Obsolescence: Some machines are liable to become obsolete in a relatively short period of time. The wastage is greater if the machine is comparatively expensive.</p>	
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Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)

Q.20	<p>Centralization: By centralization we mean where all the office services, i.e., recording, computing, communicating, etc., are carried on in the central office and managed by the General Manager. The other departments have not to do any office work except that which is directly concerned with their own departments. According to the nature of the objects an organization needs to perform some functions and for each function there is a department. Functions cannot be done in vacuum.</p> <p>Advantages of Centralization:</p> <ol style="list-style-type: none"> 1. Equal Distribution of Work 2. No Duplication of Work 3. Economy 4. Specialization <p>Disadvantages of Centralization</p> <ol style="list-style-type: none"> 1. Delay in Work (Wastage of Time) 2. Possibility of Error 3. Loss of Secrecy 4. Technical Work Hampered <p>Decentralization: Decentralization office is that where each department or section runs its own office in which case there is no Central or General Office. Each of these departments have their own supervisors, its Steno typists, clerks etc.</p> <p>Advantages of Decentralization</p> <ol style="list-style-type: none"> 1. Saving of Time 2. Secrecy 3. Team Spirit 4. More Efficiency <p>Disadvantages of Decentralization</p> <ol style="list-style-type: none"> 1. Unequal distribution of work 2. Uneconomical 	4
Q.21	<p>(a) Biometric time clocks: These are a class of employee time clock that uses a person's biological attributes to identify them rather than using a card or some other external device. Examples of this are the hand print clock which detects the overall attributes of a person's hand, fingerprint clock and retina scanning clock. Biometric time clocks help cut down on fraud such as buddy punching in which an individual clocks in and/or out on behalf of another person.</p> <p>(b) Computer: A computer is a machine that can perform a variety of operations such as arithmetical calculations, comparison of data, storage of information, analysis of data and preparation of diagrams and charts. The main component of computer is the 'memory' unit. The input data and programmes are fed and remain available for reproduction. With the help of word processing programme one can compose letters,</p>	4

	<p>memos, reports etc.</p> <p>(c) Paper shredder: A paper shredder is a mechanical device used to cut paper in either strips or fine particles. Government organizations, businesses, and private individuals use shredders to destroy private, confidential or otherwise sensitive documents. Privacy experts often recommend that individuals should also shred bills, tax documents, credit card and bank account statements and other items which could be used by thieves to commit fraud or identity theft.</p> <p>(d) Electronic Cheque Writer: Electronic Cheque writer is a machine which writes on blank cheques electronically including payee, date and amount. This machine can be attached to work with computers. This machine eliminates the need to write and sign the cheques manually.</p>	
<p>Q.22</p>	<p><u>Essentials of Business Correspondence</u></p> <p>As business letters are formal in character, it needs to be simple, presentable and decent in the language which has been used in the letter. The language used should be simple and polite. It is necessary to reach directly to the point in the first paragraph itself. The second paragraph of the letter should include supporting information and the final paragraph reinforces the main issue and state the desired action. Basically, the internal attributes include 7C's as follows:</p> <ol style="list-style-type: none"> 1. Correctness 2. Clarity 3. Conciseness 4. Completeness 5. Consideration 6. Convincing 7. Courtesy <p>Correctness: Correctness in writing letters helps in building confidence. It means use of right language, correct use of grammar, spelling and punctuation and writing correct facts and figures. An incorrect letter not only reflects the inefficiency of a business house but also has a damaging effect on the officer who signs it.</p> <p>Clarity: By clarity, it means that the letter should not be ambiguous or open to interpretation in two different meanings. The receiver of the letter should immediately understand what the writer has to convey in the letter. It is important that the letter is properly punctuated, sequence of numbers well organized, sentence pattern well-constructed etc. so as to give full information to the reader and leave no scope for guess work. In short, appropriate words should be used to convey ideas or thoughts.</p> <p>Conciseness: Every business letter should be concise and to the point but at the same time nothing important should be left out. Conciseness does not mean that certain statements, though vital should not be included. On the other hand, conciseness means giving much information in few words. Care has to be taken to avoid constant repetition of words so as to achieve compactness and harmony.</p> <p>Completeness: The letter should be self-explanatory and complete in all respects leaving no basis for any further explanation, clarification or correspondence. For this purpose, it is necessary that the Private Secretary should read the received letter very carefully and ensure that no point or query is left unanswered.</p> <p>Consideration: It means empathizing and putting oneself in the place of receiver while composing a message.</p> <p>Convincing: The letter should convince the reader that the facts stated therein are correct. It further convinces to take the action desired in the letter.</p> <p>Courtesy: The tone used in the business letter should be polite and as far as possible friendly. Due courtesy will win loyalty, cooperation and confidence of the reader. Even if it is important to refuse a request, reject a proposal or turn down a recommendation, the</p>	<p>4</p>

	<p>use of language should be such that the reader does not feel offended or annoyed. It is very important to take care of the appearance of the document which is considered as the external attributes of the letter. Appearance of a business letter includes:</p> <ul style="list-style-type: none"> a) Good quality of paper to be used. b) Appropriate size of paper, preferably A4 size. c) Proper use of margins; top, bottom, left and right one. d) Proper folding of letter according to the size of envelope being used. e) Proper use of envelope according to the size of paper and enclosures 	
<p>Q.23</p>	<p><u>CHARACTERISTICS OF EFFECTIVE COMMUNICATION:</u> Organizations keen on developing effective communication, adopt suitable measures to overcome such problems and improve communication effectiveness. Some such measures are indicated below:</p> <ul style="list-style-type: none"> <u>a) Clarify the ideas before communication:</u> The problem to be communicated to subordinates should be clear to the executive himself. The entire problem should be studied in depth, analysed and stated in such a manner that is clearly conveyed to subordinates. <u>b) Communicate according to the needs of receiver:</u> The level of understanding of receivers should be crystal clear to the communicator. Manager should adjust his communication according to the education and understanding levels of subordinates. <u>c) Call others before communicating:</u> Before actually communicating the message, it is better to involve others in developing a plan for communication. Participation and involvement of subordinates may help gain ready acceptance and willing cooperation of subordinates. <u>d) Be aware of language, tone and content of message:</u> The contents of the message, tone, language used, manner in which the message is to be communicated are important aspects of effective communication. The language used should not offend the sentiments of listener. The message should be stimulating to evoke response from the listeners. <u>e) Convey things of help and value to listeners:</u> While conveying message to others, it is better to know the interest and needs of the people with whom you are communicating to get better results directly or indirectly. <u>f) Ensure proper feedback:</u> The communicator may ensure the success of communication by asking questions regarding the message conveyed. The receiver of communication may also be encouraged to respond to communication. The communication process may be improved by the feedback received to make it more responsive. <u>a) Communicate for present as well as future:</u> Generally, communication is needed to meet the existing commitments, to maintain consistency; the communication should aim at future goals of the enterprise also. <u>b) Follow up communications:</u> There should be regular follow up and review on the instructions given to subordinates. Such follow up measures help in removing hurdles if any in implementing the instructions. <u>c) Be a good listener:</u> One should be a good listener. Patient and attentive listening solves half of the problems. Managers should also give indications of their interest in listening to their subordinates. <p style="text-align: center;">Or</p> <p><u>BARRIERS TO COMMUNICATION</u></p> <p>Communication is the nervous system of an enterprise. "It serves as the lubricant, fostering for the smooth operations of management process." Thus, it is very essential for the management to maintain an efficient flow of communication in all directions. But in practice, all messages are not effectively transmitted or received. Several obstructions, blockades, hurdles, stoppages or bottlenecks, called barriers to communication, distort the message and make communication ineffective. These communication barriers lead to misunderstanding and conflict between men-living in the same community working on the same job and even persons living in different parts of the world who even do not know each other. A large number of managerial problems is the result of ineffective or faulty communication. Significant improvement in managerial efficiency can be made if communication barriers are toned down or minimized. Some of the important barriers to communication have been discussed below:</p>	<p>4</p>

	<p>a) Physical Barriers: A communication is a two-way process, distance between the sender and the receiver of the message is an important barrier to communication. Noise and environment factors also block communication.</p> <p>b) Personal Barriers: Personal factors like difference in judgement, social values, inferiority complex, bias attitude, pressure of time, inability to communicate, etc. widen the psychological distance between the communicator and the receiver.</p> <p>c) Semantic or Language Barriers: Semantic is the study of meaning, signs and symbols used</p>	
<p>Q.24</p>	<p>Open Office A large room where all the departments, staff and equipment are accommodated without partition wall is known as Open Office. Each department or section of the office is allotted a separate space under the same roof and separated by wooden/steel partitions. This helps in full utilization of space and ensures better control. Office managers normally prefer to have an open office because of the following reasons</p> <p>Advantages of Open Office</p> <p>a) It facilitates better utilization of office space as a greater number of employees can be accommodated by raising cabins up to the height of 4-6 feet. This results in reducing the cost of office operations.</p> <p>b) Free flow of natural light and air is possible as there are no high partitions. It may help in having uniformity in lighting and ventilation. This increases the efficiency of the staff.</p> <p>c) Open office reduces the cost of supervision as the number of supervisors required to supervise the staff in an open office is less.</p> <p>Disadvantages of Open Office</p> <p>a) No unit or section will have a separate entity in an open office.</p> <p>b) The staff gets disturbed by the noise due to conversation among employees and working of machines may affect the efficiency of the office staff.</p> <p>c) It may cause overcrowding in the office.</p> <p>d) The concept of open office is not suitable for the work which requires secrecy and concentration of work.</p> <p>Private Office Even though the modern tendency is to adopt the open office system, it should be noted that the private offices cannot be dispensed with completely because a few private offices will have to be provided for top executives and for work which is of a confidential nature and which requires privacy and concentration. Private offices are small rooms which are separated by partitions. They are usually meant for top executives like Managing Director, General Manager, Personnel Department Manager, etc.</p>	<p>4</p>