

RMS HIGHER SECONDARY SCHOOL

Margao Goa

STD:-XII OM

Sub: -Office Administration

Marks:-40

Dur:-2 hrs

Date:-21/10/23

Time:1-3p.m.

Exam:-FIRST TERM EXAM OCTOBER 2023

No. of Printed pages: - 2

INSTRUCTIONS:

1. There are four sections in the question paper(A, B, C & D) consisting of 20 questions
2. In section A there are eight questions of which question no. 1 to 4 are multiple choice questions, question no. 5&6 are to be answered in one word, phrase or figure and question no. 7 & 8 are to be answered in one sentence each
3. Attempt all the questions however internal choice is given for question number 18 and 20
4. Figures to the right indicate marks allocated to each questions
5. Write the number of each questions clearly on the answer book

SECTION A

- 1 _____ is a person who works in office dealings with records or performing general office duties 1
- a) Office administrator
 - b) Accountant
 - c) Office clerk
- 2 Which of the following leadership style saves time in decision making? 1
- a) Transformational
 - b) Autocratic
 - c) Participative

- 3 Who has published forming storming norming performing model of team development 1
- a) Dr. Henry Fayol
b) Dr. F.Y. Taylor
c) Dr. Bruce Tuckman
- 4 Managerial leadership style is also known as _____ leadership style. 1
- a) Transformational
b) Transactional
c) Situational
- 5 Letters of which multiple copies are made and sent out. 1
- 6 What is AIDA in drafting the sales letter 1
- 7 Who is a Manager? 1
- 8 Who is a cashier? 1

SECTION B

- 9 State any four duties of Superintendent. 2
- 10 State any two advantages of Participative Leadership style. 2
- 11 State any two task of a Team Leader. 2
- 12 Differentiate between Group and Team (any two points) 2
- 13 Explain any two appeals used by the writers of sales letters. 2
- 14 Explain the importance of sales letter.(two points) 2

SECTION C

- 15 Explain any three responsibilities of an accountant. 3
- 16 Explain any three qualities of a good leader 3
- 17 Explain the factors affecting style of leadership. 3
- 18 Explain the importance of teamwork. 3
- Or
- Explain the stages in team development.

SECTION D

- 19 Explain any four qualities of an ideal team. 4
- 20 Describe the functions of Manager. 4
- Or
- Explain the duties and responsibilities of Chief executive officer