1. In a loose and general sense, the office is termed as the place or area where one has to work at a desk in discharging one’s professional or job duties.

   (a) **True**
   (b) False

2. Possible sources of noise in an office include the following:-

   (a) **Slamming of doors**
   (b) Snoring of employees
   (c) Squeaking of mouse
   (d) Chirping of birds

3. The principles and techniques of scientific management are applicable to the Office Management also, especially in the area of:-

   (a) **Planning**
   (b) Organising
   (c) Co-ordinating
   (d) All of the above

4. A centralisation of services is desirable because it fixes the ____ on one person.

   (a) **Responsibility**
   (b) Job
   (c) Work
   (d) Control

5. When a report is prepared in accordance with the requirement of a status or order and is in compliance with the presented procedure, it is known as:-

   (a) Compliance report
   (b) Order report
   (c) Status report
   (d) **Formal report**
6. Ability to handle machines is now a necessary qualification for office staff at:

(a) a) Clerical level
(b) b) Supervisory level
(c) c) Managerial level
(d) d) Both (a) & (b)

7. For dispatching letters, company makes use of several mechanical aids such as:

(a) Folding machines
(b) Franking machines
(c) Envelope sealing machines
(d) All of the above

8. For purchase of different items of stationery, it is advisable to decide _________ levels of stocks.

(a) a) Minimum
(b) b) Maximum
(c) c) Optimum
(d) d) Both (a) & (b)

9. Automation helps in completing routing jobs by machines:

(a) At a fantastic speed
(b) In a very short time
(c) Quickly
(d) All of the above

10. Hybrid computers are mostly used for:

(a) a) Outer space projects
(b) b) Satellite programs
(c) c) Engineering programs
(d) d) Both (a) & (b)