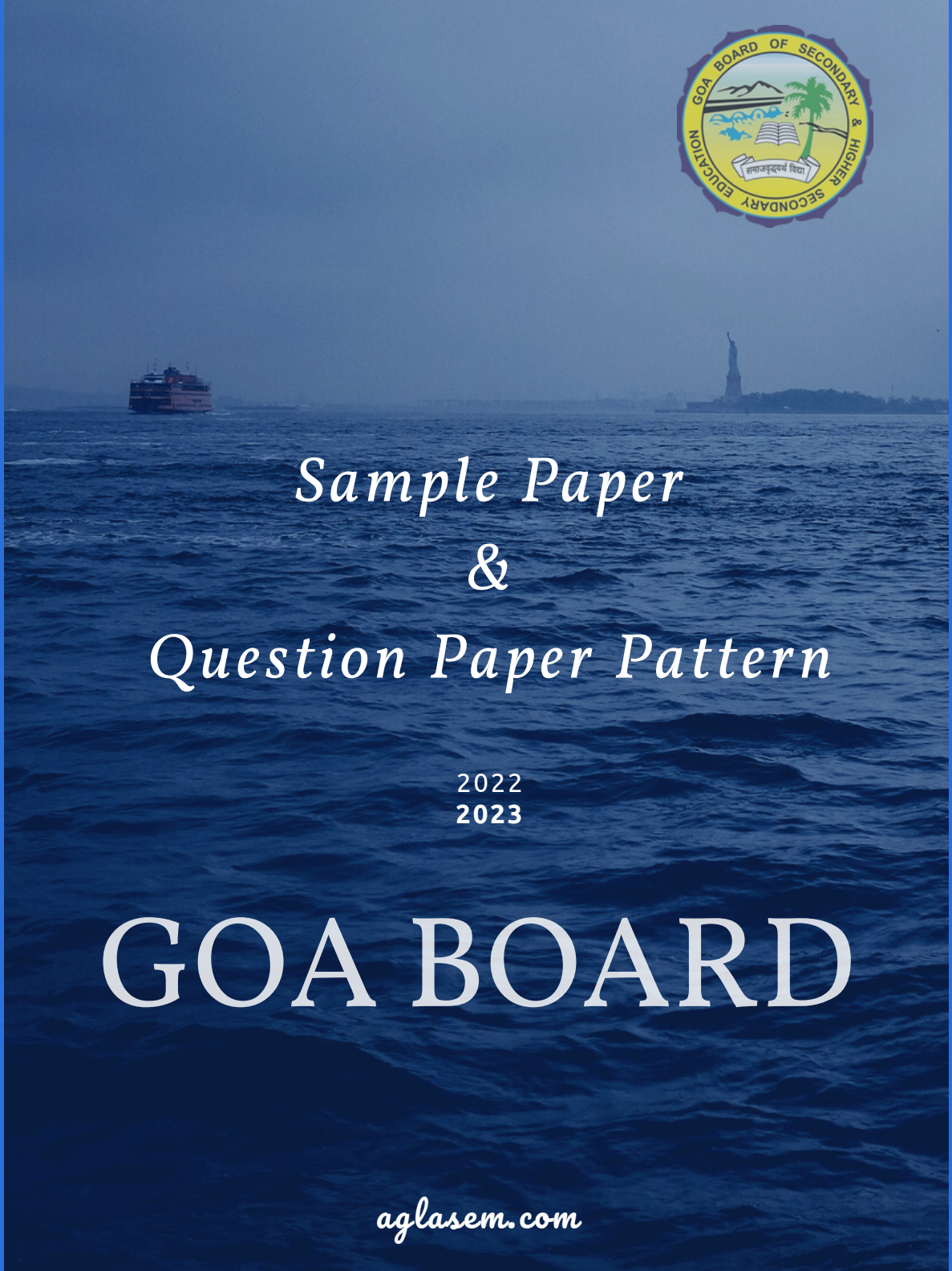


Sample Paper
&
Question Paper Pattern

2022
2023

GOA BOARD

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OFFICE ADMINSTRATION 2022-23

Syllabus to be followed for the Academic Year 2022-23

CLASS XII (Theory) Total Marks: 40

FIRST TERM (20 Marks)

Chapter -1

Office Organisation 06

a. Meaning of Manager

b.Functions and Duties of a Manager

c. Meaning of Accountant

d. Duties and Responsibilities of an Accountant

e. Meaning and duties of Superintendent

f. Meaning, Duties and Responsibilities of Chief Executive Officer

e. Meaning of Cashier

f. Duties and Responsibilities of Cashier

h. Meaning of Clerk

i. Duties and tasks of Office Clerk

Chapter - 2

Leadership 05

a- Meaning and definition of Leadership

b Qualities of good leader----vision and goal, self confidence, discipline etc..

c. Leadership styles –

Factors influencing leadership styles.

d. Types of Leadership styles

i— Autocratic — advantages and disadvantages

ii — Laissez Faire — advantages and disadvantages

iii— Participative leadership — advantages and disadvantages

e. — New styles of leadership — Situational Leadership, Transformational Leadership, Transactional Leadership.

Chapter -3

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Team Work 06

a. Meaning of Team and Group

b. Difference between Group and Team

c. Meaning of Team Work

d. Importance of Team work

e. Task of a team leader

f. Stages of team development Forming, Storming, Norming and Performing

g. Qualities of an ideal team- One common goal, competent member, co-operation, support or belief, commitment, frankness, good at work execution , effective leadership, regular review.

Chapter - 4

Sales letters 03

a. Introduction

b.Importance of sales letters in business

c. Drafting the sales letters - Attention, Interest, Desire , Action.

d. The purpose of sales letters

e. Planning of a sales letter

f. The follow up of sales letters

g. Circulars and multiple letters

SECOND TERM (20 Marks)

Chapter - 5

Consumer Guidance Cell 06

a. Introduction

b. Definition of a Consumer

c. Functioning of the Consumer Cell.

d. Procedure for Redressal.

e. Important Redressal Laws.

f. Right to Information.- Introduction-Definition of Information-Procedure for Right to Information.

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Chapter- 6.

Interview 05

a. Meaning of Interview

b. Types of Interview –

i — Telephone Interview ii- Job Promotion Interview

iii - Appraisal Interview iv— Stress interview

v-Panel Interview vi - On-line Interview

vii- Grievance Interview viii— The Exit Interview

ix - Problem Interview x— Selection Interview -Types of Selection Interview

xi— Reprimand Interview

c. Employment or Selection interview

d. Candidates preparations— Physical preparation, Mental preparation, Psychological preparation.

Chapter -7

Customer Services 09

a. Introduction and Definition of Service

b. Categories of Services Primary , Secondary and Tertiary services

c. Definition of Customer Services

d. Characteristics of Good Customer Services

e. Types of Customer Services

f. Functions of Customer Services

g. Seven essentials of excellent Customer Services

h. Skills for excellent Customer Services

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SCHEME OF EXAMINATION FOR THEORY PAPER (2022-23)

I TERM BOARD EXAM ***(All 20 MCQ Questions)***……..……...…… 20Marks

II TERM BOARD EXAM ***(Subjective Paper) - No MCQ Questions to be asked***...20Marks

INTERNAL TEST MARKS (Average) ……...…..……. 10Marks

(1^{st} Internal test + 2^{nd} Internal Test + Innovative Test/6 = 20+20+20/6)

TOTAL ……..…… 50Marks

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Office Administration – (Practicals) Std: XII **Total Marks:100**

Practicals to be conducted and evaluated for the Academic Year (CCE) 2022-23.

First Term: 50 Marks

Unit	Topic Practicals	Marks
I	Computer typing in English (Advanced typing skills) lesson 1 & 2 (June)	4
	Devnagri Typing Lesson 16 ,17, 18, 19	8
II	Computer typing in English (Advanced Typing skills) lesson 3, 4 & 5 (July)	9
	Devnagri Typing Lesson 20, 21	4
III	Computer Typing in English (Advanced Typing Skills) Lesson 6 & 7 speed @25 w.p.m.) (August)	8
IV	Devnagri Typing Lesson 22,23 (September)zz	4
	Typing Sales letter 1. Sales promotion letter 2. Follow up letter 3. After sales letter (Feedback)	3
	Files	5
	Viva	5
	Total	**50**
	Instructions: 1. Files to be maintained by each student for practicals 2. Printouts of computer typing in English and Devnagri should be duly filed 3. At least two practicals of Sales Letter should be taken and duly filed 4. Following records should be maintained. i Attendance register for practicals ii Register showing marks of continuous evaluation unit wise.	
	Second Term (Marks 50)	
V	Computer typing in English (Typing speed @ 30,35 & 40 w.p.m.) Nov.	6
	Devnagri typing lesson 24	2
	Preparing Voucher: 1.Expenditure incurred in Travelling. 2. Expenditure incurred in Electricity 3. Expenditure incurred in Travelling and Coolie etc.(any two)	4

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VI	Computer typing in English (Typing speed @ 45,50 & 55 w.p.m.) Dec. Devnagri typing lesson 25,26,27 Dummy interview: For the post of cashier/Accountant/clerk (any one) Drafting of R.T.I. Letter (as per the RTI Act 2005)	4 6 3
VII	Computer typing in English (Typing speed @60w.p.m.) Jan. Devnagri Typing Lesson 28,29,30	4 2 6
	Lodging Consumer Complaints with Consumer Forum at District Level (any one letter)	3
	Files Viva	5 5
	Total	**50**

Instructions:

1. Files is to be maintained by each student for practicals
2. Printouts of computer typing in English and Devnagri should be duly filed
3. At least Two practical's of voucher and drafting of RTI letter should be taken and duly filed
4. Following records should be maintained.

   i Attendance register for practical's

   ii Register showing marks of continuous evaluation unit wise.

Note: After completion of English computer typing and Devnagri typing successfully the student should be given the speed certificate by the institution.

(For English computer typing the minimum speed is 40w.p.m.)

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I ST TERM EXAM

MODEL QUESTION PAPER

OFFICE ADMINISTRATION 2022-23

DURATION: 1 HOUR **MAX. Marks: 20**

GENERAL INSTRUCTIONS:

i. All questions are compulsory

ii. Question No. 1 to 20 consists of Multiple-Choice Questions.

iii. Figures to the right indicate marks allotted to each question.

iv. Write the number of the questions clearly on the answer book.

---

1. An employee who handle all the cash transection of an organization is the duty of _____ (1)
   A. accountant
   B. office clerk
   C. cashier
   D. manager
2. Preparing annual report and financial statement for planning and decision making is the duty of _____ (1)
   A. Clerk
   B. Accountant
   C. Cashier
   D. Manager
3. A new style of leadership where the leaders engage their team in a way that moves them to become leader's is_____ (1)
   A. Situational leadership style
   B. Transformational leadership style
   C. Participative leadership style
   D. Transactional leadership style.
4. Democratic leadership is also known as _____ (1)
   A. Autocratic leadership
   B. Situational leadership
   C. Participative leadership
   D. Laissez fair leadership
5. Which of the following is a good quality of a leader (1)
   A. delegation
   B. planning
   C. vision and goal
   D. all of the above

6. The first duty of a cashier is _____ (1)
   A. Providing training and assistance to newly joined cashiers.
   B. guiding and solving queries of customers.
   C. greeting the customers entering the organisation.

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D. checking daily cash accounts.

7. A top executive who is responsible for a firms overall operation and performance is known as _____ (1)
   A. Manager
   B. Superintendent
   C. Accountant
   D. Chief Executive Officer

8. The first and the most important leadership skill required to succeed for a good leader is _____ (1)
   A. patience
   B. planning
   C. persistence
   D. discipline

9. Which of the following is the duty of an office clerk. (1)
   A. operating office machines
   B. Answering telephone direct calls and taking messages
   C. compiling and mailing bills, contracts, policies, invoices and cheques.
   D. All of the above.

10. The difference between good and great leader comes down to _____ (1)
   A. persistence
   B. discipline
   C. self confidence
   D. communication skill

11. The four stages of team development are forming, storming, norming and _____ (1)
   A. guiding
   B. performing
   C. leading
   D. non of the above

12. The most highly individualized form of advertisement and publicity is _____ (1)
   A. circular
   B. multiple letter
   C. purchase letter
   D. sales letter

13. A group of people who come together and work to achieve a common goal or purpose is_____ (1)
   A. group
   B. goal

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C. team
D. work group

14. The full form of TEAM is _____ (1)
A. Together Everybody Achieves More
B. Together Everyone Achieves Much
C. Together Everyone Achieves More
D. Together Everybody Achieves Many

15. Which of the following is not a good quality of an Ideal Team (1)
A. one common goal
B. competent member
C. cooperation
D. planning

16. A letter in which many copies are made and send out is_____ (1)
A. advertisement
B. multiple letter
C. promotion letter
D. circular

17. In teamwork, workgroup produce individual work products and team_____ (1)
A. focus on goal
B. focus on team
C. produce collective work product
D. produce work product

18. The full form of AIDA is _____ (1)
A. Attention, Interest, Desire, Action
B. Attention, Interest, Desire, Activity
C. Attention, Interest, Decision, Action
D. Attention, Internet, Desire, Activity

19. The functions of Manager's are planning, organizing, staffing, Leading and _____ (1)
A. communication
B. training
C. controlling
D. non of the above.

20. The process of working collaboratively with a group of people in order to achieve a goal is _____ (1)
A. team work
B. work group
C. team
D. group

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Blue-Print

H.S.S.C. Examination

Duration: 1 Hours Maximum Marks: 20

Subject: Office Administration

Objectives	**Knowledge**				**Understanding**				**Application**				**Skill**				**Marks**
Content area	VSA	VSA	VSA	VSA	VSA	SA-II	LA	VSA	SA-I	SA-II	LA	VSA	SA-I	SA-II	LA		
Office Organization	1(1)	1(1)	1(1)	1(1)	1(1)	1(1)											6
Leadership	1(1)	1(1)	1(1)		1(1)				1(1)								5
Team Work	1(1)	1(1)	1(1)	1(1)	1(1)	1(1)											6
Sales Letters	1(1)	1(1)	1(1)														3
	4	4	4	2	3	2			1								20

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OFFICE ADMINISTRATION

Second Term Model Question Paper 2022-23

DURATION : 1 hours Marks: 20
Total No of Questions: 12

INSTRUCTIONS:

I) There are three sections in this question paper. (A ,B & C)

II) In Section A there are four questions of which question number 1 & 2 are to be answered in a word, phrase or figure and question number 3 and 4 are to be answered in one sentence only.

III) Answer all the questions from Section A and Section B

IV) Answer any two questions from Section C.

V) Figures to the right indicate marks allotted to each question.

VI) Write the number of each question clearly on the answer book.

SECTION A

1. A person who buys or hires goods or services for a consideration i.e. price which has been fully or partly paid.
   01

2. An activity or benefit that one party can offer to another that is essentially intangible and does not result in the ownership of anything.
   01

3. What is a Reprimand Interview? 01

4. What is the full form of R. T. I. 01

5. State four important Redressal laws passed in India. 02

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6. Write a short note on Problem Interview. 02

7. As a candidate how will you physically and mentally prepare yourself before an interview. . 02

8. Explain any two skills for excellent Customer Services. 02

9. Explain the procedure for Redressal under Consumer Guidance Cell. 02 (Four Points)

SECTION C (Answer ***Any Two*** Question)

10. Explain three categories of Customer Service. 03

11. Explain any three characteristics of good customer service. 03

12. Explain any three types customer service. 03

Goa Board of Secondary and Higher Secondary Education , Alto, Betim-Goa.

Blue-Print

H.S.S.C. Examination

Duration: 2 Hours Maximum Marks: 20

Subject: Office Administration

Objectives	**Knowledge**				**Understanding**				**Application**				**Skill**				**Marks**
Content area	VSA	SA-I	SA-I	SA-I	VSA	SA-I	SA-II	SA -II	VSA	SA-I	SA-II	LA	VSA	SA-I	SA-II	LA	
Consumer Guidance Cell	1(1)	1(2)	1(2)		1(1)												6
Interview	1(1)					1(2)				1(2)							5
Customer Service	1(1)	1(2)					1(3)	1(3)									9
	3	4	2		1	2	3	3		2							20

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