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8. Define Enterprise Resource Planning (ERP) and trace its evolution. Discuss at least three core modules of ERP and their relevance in streamlining business processes. Explain how ERP systems create value for businesses and what common challenges are faced during ERP implementation.

(200)

[This question paper contains 4 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 3431

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Unique Paper Code : 6132382403

Name of the Paper : OFFICE AUTOMATION

Name of the Course : **B.A. (VS) MODERN
OFFICE
MANAGEMENT**

Semester : IV (NEP/UGCF)

Duration : 3 Hours Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt **any five** questions.
3. **All questions** carry equal marks.
1. Define office automation. Explain its importance in administrative operations.. Highlight the emerging

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trends in office automation and discuss associated challenges in adapting to them.

2. Differentiate between synchronous and asynchronous communication with examples of relevant digital tools. Evaluate the effectiveness of platforms like Zoom, Microsoft Teams, and Google Meet for team collaboration. Identify challenges that organizations may face while implementing these tools across remote and hybrid work environments.
3. Discuss how the use of AI-based tools like ChatGPT and collaborative platforms like Flowdock and ProofHub transform decision-making and task management in offices. Also examine the risks of over-reliance on digital communication platforms, especially in terms of burnout and data overload.

4. Define the concept of an e-office. What are its key features and benefits? Explain the impact of e-office implementation on transparency and accountability in large organizations.
5. Explain the legal and ethical risks associated with the use of office automation tools? Suggest strategies for training employees to work ethically in virtual environments.
6. Explain the complete lifecycle of digital file management from diary entry to interdepartmental file movement. How do features like multilingual support, dashboard alerts, and enhanced search functions improve monitoring and efficiency?
7. Explain how data security is maintained through the use of Digital Signature Certificates (DSC) and e-Sign. What role does MIS reporting play in evaluating departmental performance and file tracking?