

BACHELOR OF BUSINESS ADMINISTRATION
Fourth Semester
Office Management and Secretarial Practices
(BBA- 19)

Duration: 3Hrs.

Full Marks: 70

PART A (Objective) =20
PART-B (Descriptive)=50

PART-B (Descriptive)

Duration: 2 hrs. 40 mins.

Marks: 50

I. Answer the following (any five):

2×5=10

1. How are records classified according to their importance?
2. What is a database? What are the conditions in developing it?
3. Explain what do you mean by a paperless office?
4. Write down the definition of Office and Office Management? 1+1=2
5. What is Office Layout? Mention any two important principles which should be followed by the office layout to achieve the objectives. 1+1=2
6. What are the different types of employees present in office?
7. What do you mean by System and Procedure? What do you mean by Decentralization of office services? 1+1=2

II. Answer the following (any five):

3×5=15

1. Before taking decision on Office Location, what factors management should consider? (Give any four points).
2. What is Flow of Work? What are the difficulties arise in ideal work flow (mention any three points)? 1+2=3

3. Write a short note on- 'Position of the Office Manager'.
4. What do you mean by Recruitment and Training? What are the sources of Recruitment? 1+1+1=3
5. Describe the various equipments for records management systems
6. What are the legal aspects involved in office records?
7. How paperless office is advantageous for an organization?

III. Answer the following (any five):

5×5=25

1. How internet and email has become an effective way of office communications?
2. Write an email to the CMD reporting him of your official visit to the district office. Also attach the necessary documents.
3. Write a letter to the head of your department requesting him/her to grant you a leave.
4. What are the functions of Office Management that happen in an office?
5. What are the factors that management should consider in choosing Office Furniture?
6. What are the qualities required to become a good Office Manager?
7. What are the functions that Office Manager performs in office?

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Duration: 20 minutes

Marks – 20

(PART-A (Objective))

Time: 20 mins

Total Marks: 20

I. Multiple Choice Questions:

1×20=20

1. Which of the following is not considered as a function of management process?
a) Planning
b) Staffing
c) Organizing
d) purchasing office machine
2. What type of communication should be present in an office?
a) Up-ward communication
b) Both a & c
c) Downward communication
d) Cannot be determined
3. Which of the following is/are considered as elements of physical office environment?
a) Furniture
b) Equipment
c) Light
d) All of the above.
4. Which of the following environment mostly affects the work of an office?
a) Physical environment
b) Legal environment
c) Non- physical environment
d) Political environment
5. 'Best Utilization of Space' is the principle of which of the following concept?
a) Furniture
b) Office Layout
c) Location
d) All of the above
6. Which of the following is the advantage of 'Straight-Line Flow of Work' method of flow of work?
a) Greater speed
b) High loss of paper
c) High messenger
d) None of the above

7. Which of the following chart regarding analysis of flow of work is not suggested by Neuner & Keeling?
- | | |
|------------------------|-------------------------------|
| a) Office layout chart | c) Management type flow chart |
| b) Flow process chart | d) Ideal work flow chart |
8. Which of the following is the correct answer when the power of authority is delegated to the lower levels?
- | | |
|-----------------------|---------------------|
| a) Centralization | c) Decentralization |
| b) Power of Execution | d) Globalization. |
9. Subordinates of Office Manager consider him/her as the
- | | |
|---------------|----------------------|
| a) Boss | c) Manager |
| b) Management | d) None of the above |
10. Training is given to employees to.....
- | | |
|---|----------------------------|
| a) Increase the knowledge | c) To improve their morale |
| b) To decrease the wastage of resources | d) All of the above |
11. Reduced images captured in a film are stored on a/an
- | | |
|------------------|--------------|
| a) Magnetic tape | b) Videotape |
| c) OCR process | d) Microform |
12. Determining the volume of active and inactive records being processed through a system is a component of
- | | |
|----------------------------------|---------------------------------|
| a) A thorough needs management | b) A database management system |
| c) In-house software development | d) A records tracking system |
13. Filing systems are established within an organization so that records will be
- | | |
|---------------|----------------|
| a) Accessible | b) Stored |
| c) Analyzed | d) Retrievable |
14. Documents that are used temporarily and then disposed of are called
- | | |
|----------------------|---------------------|
| a) Non-records | b) Inactive records |
| c) Important records | d) Records |
15. A database of current employees that includes personal information would have
- | |
|-------------------------|
| a) Administrative value |
| b) Research value |
| c) Fiscal value |
16. Semiactive or inactive records during the provide proof of the policies and procedures in effect throughout an organization's lifetime re known to have
- | | |
|-----------------|--------------------|
| a) Legal value | b) Primary value |
| c) Fiscal value | d) Secondary value |

17. Control of records during the creation and design phase results in
- a) Less effective records storage.
 - b) Improved productivity in using records.
 - c) Increased cost of records storage.
 - d) The need for more conventional formats.
18. An index record is used to
- a) Record information to update or revise the record.
 - b) Make information available to a limited number of users.
 - c) Indicate the location of the file or the document.
 - d) None of these.
19. If a perpetual method of records transfer is in use, the records for a specific project could be transferred
- a) At the end of each fiscal year.
 - b) Whenever the project has been completed.
 - c) As each phase of the project is completed.
 - d) When the records are no longer needed.
20. A records retention schedule specifies the
- a) Process to be used in deleting the contents of an electronically stored document.
 - b) Method to be used in destroying a specific group of record.
 - c) Physical movement of a record from active to inactive stage.
 - d) None of these.
