

**BACHELOR OF BUSINESS ADMINISTRATION**  
**Fourth Semester**  
**OFFICE MANAGEMENT & SECRETARIAL PRACTICE**  
**(BBA - 404)**

**Duration: 3Hrs.**

**Full Marks: 70**

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

**(PART-B: Descriptive)**

**Duration: 2 hrs. 40 mins.**

**Marks: 50**

**Answer any four from *Question no. 2 to 8***  
***Question no. 1 is compulsory.***

1. Define office. What are the functions of an office? (2+8=10)
2. What is an office manager? Outline the role of an office manager in a modern office. (2+8=10)
3. What do you mean by office layout? What are the objectives? What factors will you consider for office layout? (3+3+4=10)
4. Define communication. How is it important in business? (2+8=10)
5. What do you mean by Job Analysis? What is the purpose of Job Analysis? What are the common methods of Job Analysis? (2+4+4=10)
6. Write down the uses of work measurement. Explain the steps involved in it. (3+7=10)
7. What are the purposes and principles of Record Management? Write down the characteristics of good filing system. (6+4=10)
8. What is meant by classification? Discuss the efficient methods of classification briefly. (2+8=10)

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**Duration: 20 minutes**

**Marks – 20**

**(PART A - Objective Type)**

**I. Choose the correct answer:**

**1×20=20**

1. Office is a place where  
(a) office work is done (b) records are kept  
(c) employees are housed (d) control is situated
2. The primary function of an office is  
(a) collecting, recording and supplying information.  
(b) planning and making policies.  
(c) using the information.  
(d) safeguarding business assets.
3. An open office has the benefit of  
(a) privacy (b) economy  
(c) efficiency (d) inflexibility
4. Communication is  
(a) writing (b) exchange of information  
(c) listening (d) speaking
5. Telefax is a device used to convey  
(a) non-verbal messages (b) oral messages  
(c) written messages (d) drawing and sketches
6. Office administration is concerned with  
(a) Policy-making (b) Execution of policies  
(c) Control (d) Office work
7. Organization is  
(a) A function of management.  
(b) Group of people created intentionally with an object.  
(c) Place where business activities are carried on.  
(d) Arranging business resources and imputes.
8. An organization which provides for experts to advise top managers is  
(a) Staff organization (b) Line organization  
(c) Functional organization (d) None of the above

9. Office layout aims at  
(a) providing space to all employees (b) optimum utilization of space  
(c) providing larger open space (d) sitting all together
10. Commercial correspondence is  
(a) Correspondence with a business firm (b) Official correspondence  
(c) Correspondence related to business (d) Letter to a government office
11. Situation/condition under which an employee performs a particular job is known as  
(a) job content (b) job context  
(c) job requirement (d) job knowledge
12. Critical incident technique is an \_\_\_\_\_ method of job analysis.  
(a) Interview (b) Observation  
(c) Questionnaire (d) Efficient
13. Job specification indicates roles, duties, responsibilities of the job.  
(a) True (b) False
14. Time study is a technique of  
(a) Work measurement (b) Job analysis  
(c) Flow of work (d) Indexing
15. FJA stands for  
(a) Functional Job Analysis Model (b) Functional Job Activity Model  
(c) Fundamental Job Analysis Model (d) Fleishman Job Analysis Model
16. Filing can be described as the core of  
(a) classification (b) record management  
(c) record disposition (d) none of the above
17. A good system of filing must be \_\_\_\_\_.  
(a) Compact (b) Visible  
(c) Time consuming (d) Eye catching
18. There are five methods of classification.  
(a) True (b) False
19. When one line entry is made on a narrow strip of card-board or wood, this system of indexing is called  
(a) vertical card index (b) trip index  
(c) visible card index (d) wheel index
20. Disposal of records is the last phase in the records lifecycle of records.  
(a) True (b) False

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