REV-01
BBA/20/35

2025/12

SET A

BACHELOR OF BUSINESS ADMINISTRATION
FIRST SEMESTER
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
BBA – MDC - 913
[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 2 hrs. **Full Marks: 50**

Objective

Time: 20 mins. **Marks: 15**

Choose the correct answer from the following: ***1×15=15***

1. Which of the following is not primary function of office management?
   a. Planning
   b. Organizing
   c. Leading
   d. Marketing

2. What is the primary purpose of office management?
   a. Maximizing Profits
   b. Enhancing employee satisfaction
   c. Efficient use of resources
   d. Achieving Social responsibility

3. Which of the following is a personal management function?
   a. Budgeting
   b. Recruitment
   c. Marketing
   d. Product development

4. The functions to be performed in a office can be categorized as:
   a. Primary function
   b. Secondary Function
   c. Management Function
   d. Both 'A' and 'C'

5. The primary function of filing is to:
   a. Destroy old records
   b. Put records into storage temporarily
   c. Arrange and store document for future reference
   d. Reduce the amount of paper in the office

6. Which filing system arranges records based on specific topic or category?
   a. Numeric filing
   b. Geographic Filing
   c. Alphabetic filing
   d. Subject filing

7. In a well-organized filing system, the index is used to:
   a. Physically Arrange the document
   b. Keep track on documents that have been destroyed
   c. Provide a guide to the location of records
   d. Organize electronic files only

8. The process of managing record from creation to disposal is known as:
   a. Information processing
   b. Record management
   c. Data entry
   d. Filing

9. Which piece of office equipment is used to make hard copies of electronic?
   a. Scanner
   b. Photocopies
   c. Printer
   d. Fax Machine

10. The main purpose of filing cabinet is to :
   a. Organize and store document securely
   b. Store office supplier
   c. Provide a work surface
   d. Display decorative items

11. Which item is commonly used to bind loose paper together temporarily?
   a. Glue stick
   b. Paper clips
   c. Labels
   d. Envelop

12. What is the purpose of ink toner or cartridge?
   a. To refill a stapler
   b. To provide ink for a printer
   c. To prepare a scanner
   d. To help with drawing

13. What is the first step in handling mail?
   a. Recording the mail
   b. Storing the mail
   c. Opening the mail
   d. Distributing the mail

14. The process of logging incoming mail in a register is also known as:
   a. Dispatch register
   b. Outward mail register
   c. Dark register
   d. Peon book

15. Mail marked as "Private" or "confidential" should be handled by:
   a. The mailroom clerk
   b. The mailroom clerk who forward it unopened to the addressee
   c. The Secretary, who sort it out and opens it
   d. The manager, who sorts it and reads it

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Descriptive

Time : 1 Hr. 40 Mins. **Marks : 35**

[Answer question no.1 & any three (3) from the rest]

1. Highlight the various importance of Office. 5

2. Discuss briefly the different functions of Office. 10

3. Discuss the different importance of maintaining filing in organisation. 10

4. How different types of indexing are done in office and highlight its importance. 10

5. Discuss the various tasks that office secretary discharge in organisation. 10

6. a) What do you mean by meeting? 2+4+4=10
   b) What are the different types of meeting and what are the purposes for handling such meeting?

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