REV-01
BBA/05/10

2025/12

SET A

BACHELOR OF BUSINESS ADMINISTRATION
FIRST SEMESTER [REPEAT]
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
BBA – 911 [IDMj]
[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs. **Full Marks: 70**

Objective

Time: 30 mins. **Marks: 20**

Choose the correct answer from the following: ***1×20=20***

1. In a modern office, what is the role of technology in communication?
   a. It has no impact on communication.
   b. It enhances and streamlines communication.
   c. It only allows face-to-face meetings.
   d. It increases paperwork.

2. What is the primary function of the front office in an organization?
   a. Administrative tasks
   b. Handling data processing
   c. Interacting with customers and clients
   d. Managing financial operations

3. What are the key elements of office management?
   a. Computers, desks, and chairs
   b. People, processes, and products
   c. Sales, marketing, and finance
   d. None of the above

4. Which function primarily deals with data entry, processing, and administrative tasks?
   a. Back office
   b. Front office
   c. Customer service
   d. Research and development

5. In records management, what is the purpose of implementing a retention schedule?
   a. To retain all records indefinitely
   b. To destroy records immediately
   c. To specify how long to keep records before disposal
   d. To store records off-site

6. What is the concept of a "paperless office" in the context of records management?
   a. A workplace with no employees
   b. An office that only uses paper for documentation
   c. An office that has significantly reduced its reliance on paper through digital processes
   d. An office without computers

7. In office management, what is the purpose of planning and scheduling office work?
   a. Determining employee dress codes
   b. Allocating resources & time efficiently
   c. Arranging office parties
   d. Selecting office furniture

8. Setting standards for office work helps to:
   a. Increase employee salaries
   b. Improve job security
   c. Enhance performance and consistency
   d. Reduce office space requirements

9. What is one of the key benefits of a paperless office?
   a. Increased reliance on physical storage
   b. Improved access to information
   c. Reduced document security
   d. Higher paper consumption

10. What is the key difference between loose-leaf indexing (LLI) and strip indexing in record management?
   a. LLI involves stapling documents together, while strip indexing uses adhesive strips for attachment.
   b. LLI is a digital indexing method, while strip indexing is a manual indexing technique.
   c. LLI allows for the easy insertion or removal of pages, while strip indexing permanently attaches pages.
   d. LLI is a traditional method, whereas strip indexing is a modern, electronic indexing approach.

11. What role does automation play in improving workflow in modern offices?
   a. Increases paperwork
   b. Reduces efficiency
   c. Enhances productivity and accuracy
   d. Decreases employee satisfaction

12. What can be a consequence of poor workflow in an office?
   a. Increased productivity
   b. Higher employee morale
   c. Delays and errors in tasks
   d. Decreased work hours

13. The various barriers to communication may be described under three heads.
   a. Organisational barriers
   b. Mechanical barriers
   c. Personal barriers
   d. All the above

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   c. Enhance performance and consistency
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17. What is a responsibility of an Office Manager in handling enquiries?
   a. Forwarding all enquiries to the CEO
   b. Ignoring non-urgent enquiries
   c. Delegating enquiries to junior staff
   d. Ensuring timely and accurate responses

18. What is a key aspect of preparing Confidential Reports in an office setting?
    a. Public disclosure
    b. Open access
    c. Limited distribution
    d. Social media sharing

19. What is the primary function of Public Relations in an office environment?
    a. Sales promotion
    b. Employee discipline
    c. Crisis management
    d. Cost-cutting

20. In the context of office services, what does centralization refer to?
    a. Distributing authority to various departments
    b. Concentrating authority in a single point
    c. Outsourcing services to external agencies
    d. Delegating authority to lower-level employees

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Descriptive

Time : 2 Hr. 30 Mins. **Marks : 50**

[Answer question no.1 & any four (4) from the rest]

1. Discuss various factors needs to be consider while making the decision about the office location. 10

2. Discuss the difference between system and procedure. Give one example of each. 10

3. Define flow of work. What are the common challenges that disrupt the Smooth Flow of Work in any office? 10

4. Define record indexing. Discuss its importance. 10

5. Discuss any two types of indexing with their merits and demerit. 10

6. Discuss how video conferencing has been a versatile tool that significantly contributes to modern office communication. 10

7. a) Define office communication. 2+8=10
   b) Discuss various elements of office communication that contribute to a smooth and productive work environment.

8. Discuss various skills of office manager. 10

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