REV-01
BBLB/13/18

2025/12

SET A

BBA LLB
THIRD SEMESTER
OFFICE ORGANIZATION & MANAGEMENT
BBLB – 304

[USE OMR FOR OBJECTIVE PART]

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

Time: 30 min. **Marks: 20**

(**Objective**)

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

1. The term "office" primarily refers to:
   a. A building only
   b. A place where clerical work is done
   c. A social gathering
   d. A public institution

2. The main function of an office is:
   a. Record keeping
   b. Manufacturing goods
   c. Field research
   d. Public relations only

3. Office management involves:
   a. Planning and controlling office activities
   b. Selling company products
   c. External public dealing
   d. Only supervision

4. Which of the following is not an element of office management?
   a. Personnel
   b. Equipment
   c. Time
   d. Entertainment

5. The biggest challenge before the modern office is:
   a. Paper shortage
   b. Automation and digital transition
   c. Staff recruitment
   d. Lighting arrangements

6. An organization is a structure of:
   a. Relationships among people
   b. Financial accounts
   c. Machines
   d. Laws and regulations

7. Principles of organization were mainly given by:
   a. Fayol and Urwick
   b. Weber and Maslow
   c. Herzberg and Taylor
   d. Simon and Drucker

8. A formal organization is:
   a. Based on informal relationships
   b. Designed by management
   c. Spontaneously formed
   d. Personal and social in nature

9. An informal organization develops due to:
   a. Social interactions
   b. Organizational chart
   c. Hierarchical design
   d. Management orders

10. An organization chart represents:
    a. Office furniture arrangement
    b. Structure of authority and responsibility
    c. Record of attendance
    d. Communication flow only

11. An office manual provides:
    a. Rules and procedures for office work
    b. Minutes of meetings
    c. Staff directory
    d. Inventory details

12. The main objective of administrative office management is:
    a. Profit maximization
    b. Coordination and efficiency of operations
    c. Employee welfare only
    d. Document storage

13. Scientific office management emphasizes:
    a. Intuition and guesswork
    b. Systematic study and standardization
    c. Tradition and routine
    d. Manual processes only

14. The main purpose of record administration is to:
    a. Destroy old files
    b. Preserve and retrieve information efficiently
    c. Decorate the office
    d. Satisfy auditors only

15. A good filing system should ensure:
    a. Easy retrieval and safety of records
    b. Complex procedures
    c. High cost
    d. Confidentiality only

16. Proper office lighting helps in:
    a. Saving electricity
    b. Improving work efficiency and comfort
    c. Increasing decor expense
    d. Avoiding employee supervision

17. Ventilation and furnishing contribute to:
    a. Office environment and employee comfort
    b. Data security
    c. Customer management
    d. Record keeping

18. Office furniture should be selected based on-
    a. Appearance only
    b. Cost only
    c. Comfort, utility, and flexibility
    d. Colour and design alone

19. Effective office communication requires:
    a. Clear process and understanding
    b. Complex language
    c. One-way flow of information
    d. Delay in message delivery All of the above

20. Modern communication devices include:
    a. Telephone, Fax, E-mail, and Internet
    b. Only handwritten letters
    c. Manual registers
    d. Notice boards only

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Descriptive

Time : 2 hrs. 30 min. **Marks : 50**

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

1. Define Office Management. Explain its functions and importance in a modern organization. **3+7=10**

2. What are the elements of office management? Discuss the major challenges faced by office administrators today. **5+5=10**

3. Define Organization. Explain the principles and importance of sound organization structure. **4+6=10**

4. What is an Office Manual? Describe its types and the procedure of preparing one. **4+6=10**

5. Explain the objectives and functions of administrative office management. **10**

6. What is Filing? Discuss the essentials of a good filing system, and two methods of filing. **3+7=10**

7. Describe the importance of office environment. Explain the different types of lighting that affect employee productivity. **5+5=10**

8. Define Office Communication. Explain the barriers of communication. **4+6=10**

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