

BBA LLB
THIRD SEMESTER
OFFICE ORGANISATION & MANAGEMENT
BBLB – 304
(USE OMIR FOR OBJECTIVE PART)

SET
A

Duration: 3 hrs.

Full Marks: 70

Time: 30 min.

(Objective)

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

- The _____ eliminated the need for offices to use carbon paper to reproduce documents as they were being typed and enabled office staff to make unlimited copies.
 - Photocopier
 - Prepay
 - Troubleshooting
 - Duplication
- 'No one in the organisation should have more than one boss' is a statement of
 - Principle of specialisation
 - Principle of authority
 - Principle of unity of command
 - Principle of span of control
- Who is responsible for office management?
 - Receptionist
 - Managing Director
 - Office Manager
 - Chief executive officer
- _____ is a rough copy of communication emanating from a section of a department
 - Note
 - Draft
 - Summary
 - Final order
- As per the principle of balance, there should be balance between
 - The activities
 - Authority and responsibility
 - Standardisation of procedures and flexibility
 - All of the above
- Office manual is a kind of
 - Handbook
 - Guidebook
 - Both a & b
 - None of the above
- _____ refers to all the factors that disrupt the communication
 - Nonsense
 - Noise
 - Nowhere
 - Nobody
- The form of organisation known for giving rise to rumours is called _____.
 - Centralized
 - Decentralized
 - Formal
 - Informal

9. The following is not a type of organisation structure
 - a. Line organisation
 - b. Functional organisation
 - c. Line and staff organisation
 - d. Flexible organisation
10. What type of mail requires proof of delivery?
 - a. Express post
 - b. International post
 - c. Key post
 - d. Registered post
11. Which of the following is NOT a type of official communication?
 - a. Memo
 - b. Email
 - c. Policy
 - d. Blog post
12. Communication is a non-stop
 - a. Paper
 - b. Process
 - c. Programme
 - d. Plan
13. Authority always flows from
 - a. Superior to subordinate
 - b. Subordinate to superior
 - c. Both 'A' and 'B'
 - d. None of the above
14. The response to a sender's message is called
 - a. Feedback
 - b. Feedback
 - c. Feed
 - d. Back
15. _____ is the person who transmits the message
 - a. Receiver
 - b. Driver
 - c. Sender
 - d. Cleaner
16. Which of the following is not a type of office lighting?
 - a. Incandescent office lighting
 - b. LED office lighting
 - c. Fluorescent office lighting
 - d. Versatile office lighting
17. _____ is understood to be place where clerical work is done and all kinds of paper work is maintained and dealt with
 - a. Office
 - b. Reception
 - c. Factory
 - d. None of the above
18. _____ always flows in a downward direction and suggest compliance by the subordinates failing which administrative action can be taken
 - a. Office orders
 - b. Office memos
 - c. Office circulars
 - d. None of the above
19. In _____ filing system, folders, drawers, cabinets and cupboards are required.
 - a. Vertical
 - b. Horizontal
 - c. Centralized
 - d. Decentralized
20. What is the primary purpose of ergonomic office furniture?
 - a. To enhance the aesthetic appeal of the office
 - b. To promote employee well-being and comfort
 - c. To maximize office space utilization
 - d. To reduce electricity consumption in the office

(Descriptive)

Time : 2 hrs. 30 min.

Marks : 50

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

1. Explain the functions of an office management. 10
2. What is an organisation chart? Explain types of organisation charts with proper diagram. 10
3. How does effective office communication contribute to organizational success, and what are some common barriers that hinder communication within office environments? Explore the impact of these barriers and suggest strategies to overcome them. 10
4. Write short notes on: 10
 - a. Floor coverings
 - b. Furnishings
 - c. Ventilation
 - d. Safety
 - e. Cleanliness & Sanitation
5. Define office manual. Elaborate on the various types of office manuals applied in a typical office setting? 10
6. "Roles are the expected behavior of a job position". In light of this statement, discuss various roles an office manager is expected to play in an office. 10
7. What is filing? What qualities should be possessed by a good filing system? 10
8. What are the key elements that constitute effective office management, and how do these elements contribute to the overall functioning of an office? Elaborate on the primary functions of office management and their significance in ensuring organizational efficiency. 10

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