

BACHELOR OF BUSINESS ADMINISTRATION
FIRST SEMESTER
OFFICE MANAGEMENT AND SECRETARIAL PRACTICE
BBA – 911 (IDMJ)
[USE OMR FOR OBJECTIVE PART]

SET
A

Duration: 3 hrs.

Full Marks: 70

Time: 20 min.

(Objective)

Marks: 20

Choose the correct answer from the following:

1×20=20

1. What is the main purpose of setting standards in office management?
 - a. Promoting office gossip
 - b. Ensuring all employees dress alike
 - c. Establishing clear performance expectations
 - d. Increasing office decorations
2. Effective planning and scheduling in office management can lead to:
 - a. Chaotic office environments
 - b. Resource wastage
 - c. Efficient resource allocation
 - d. Longer lunch breaks
3. What is one benefit of an efficient office workflow?
 - a. Increased job turnover
 - b. Reduced stress among employees
 - c. More unnecessary meetings
 - d. Longer coffee breaks
4. What is the primary goal of office management?
 - a. Generating more paperwork
 - b. Increasing employee satisfaction
 - c. Maximizing office space
 - d. Efficient use of resources
5. Which law in India primarily governs the protection of personal data and privacy?
 - a. The Right to Information Act
 - b. The Companies Act
 - c. The Personal Data Protection Bill
 - d. The Consumer Protection Act

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

7. The significance of effective communication in the office includes:
 - a. Increased misunderstandings
 - b. Improved teamwork and productivity
 - c. Decreased innovation
 - d. Limited information flow

8. Which of the following is NOT an element of office communications?
 - a. Sender
 - b. Receiver
 - c. Decoder
 - d. Observer

9. What is the primary purpose of office communications?
 - a. Entertainment
 - b. Socialization
 - c. Competition
 - d. Information sharing

10. Cellular Phones use which communication technology?
 - a. Infrared
 - b. Bluetooth
 - c. Radio waves
 - d. Satellite signals

11. Teleconferencing is a form of communication that involves:
 - a. Face-to-face meetings
 - b. Communication over a long distance
 - c. Written exchanges
 - d. One-way communication

12. Which of the following is a formal communication channel?
- a. Grapevine
 - b. Informal meetings
 - c. Newsletters
 - d. Social media
13. What is the primary purpose of feedback in communication?
- a. To criticize
 - b. To provide clarification
 - c. To create confusion
 - d. To ignore the message
14. Which of the following is an advantage of Fax communication?
- a. High cost
 - b. Slow transmission
 - c. Physical signatures
 - d. Limited document types
15. What does the term "Webinar" stand for?
- a. Web Broadcasting
 - b. Web Seminar
 - c. Wireless Networking
 - d. Web Directory
16. What quality is essential for an effective Office Manager?
- a. Technical expertise
 - b. Creativity
 - c. Patience
 - d. Independence
17. What is a crucial aspect of office employee training?
- a. Random and infrequent training sessions
 - b. Tailoring training programs to individual needs
 - c. Ignoring technological advancements
 - d. Limiting training to only managerial staff
18. 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

19. 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
20. What is a key benefit of decentralization in office services?
- a. Improved coordination
 - b. Faster decision-making
 - c. Cost reduction
 - d. Increased specialization

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(Descriptive)

Time: 2 hr. 40 mins.

Marks: 50

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

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| 1. Define office management.
Discuss how good office management helps a business to run smoothly. | 2+8=10 |
| 2. What factors should a company consider when choosing a location for its office? Define system. | 8+2=10 |
| 3. Discuss features of Centralization and Decentralization of Office Services. | 5+5=10 |
| 4. Explain the common bottlenecks or challenges that disrupt the ideal workflow in any office. Define procedure in the office system. | 8+2=10 |
| 5. Define record indexing. Discuss any five types of record indexing | 2+8=10 |
| 6. What is paper less office? Discuss any five factors one need to consider while implementing paperless office. | 2+8=10 |
| 7. Define video conferencing. "Video conferencing is a versatile tool that significantly contributes to effective and modern office communication." Discuss. | 2+8=10 |
| 8. Discuss any five elements of office communication that contribute to a smooth and productive work environment. Define office communication. | 8+2=10 |