

**BACHELOR OF BUSINESS ADMINISTRATION**  
**FIRST SEMESTER**  
**OFFICE MANAGEMENT AND SECRETARIAL PRACTICE**

**BBA – 911 (IDMJ)[REPEAT]**

[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.<br>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 |