

**BBA LLB  
THIRD SEMESTER  
OFFICE ORGANISATION & MANAGEMENT  
BBLB – 304**

**SET  
A**

[USE OMR FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

**( Objective )**

Time: 30 min.

Marks: 20

*Choose the correct answer from the following:*

*1×20=20*

1. What is the primary role of office management?
  - a. To negotiate business deals
  - b. To manage day-to-day operations and maintain organizational effectiveness
  - c. To design the company's products
  - d. To manage the company's investment portfolio
2. Which of the following is a common responsibility of an office manager?
  - a. Conducting performance audits
  - b. Managing office supplies and equipment
  - c. Developing marketing strategies
  - d. Analyzing investment risks
3. Which of the following is a basic function of a modern office?
  - a. Creating products
  - b. Receiving and collecting information
  - c. Conducting transactions outside the office
  - d. Managing warehouse operations
4. What must offices focus on to address the challenge of recruiting staff with new technologies?
  - a. Training
  - b. Salaries
  - c. Networking
  - d. Facilities
5. Which of the following is a characteristic of a bureaucratic structure according to Max Weber?
  - a. Informal relationships
  - b. Decentralized decision-making
  - c. Rationality and legal authority
  - d. Lack of clear roles and responsibilities
6. What is the primary advantage of the principle of 'Division of Work'?
  - a. Higher turnover rates
  - b. Increased ambiguity in roles
  - c. Increased efficiency and productivity
  - d. Reduction in specialization
7. What is the purpose of a Policy Manual?
  - a. To provide detailed account of the organization's structure
  - b. To offer guidelines on policy implementation and limitations
  - c. To list the daily operational rules of the company
  - d. To outline department-specific procedures and roles

8. What type of manual contains the rules and procedures for day-to-day operations, including leave policies and working conditions?
  - a. Policy Manual
  - b. Organization Manual
  - c. Rules and Regulations Manual
  - d. Departmental Manual
9. What is an organizational chart?
  - a. A list of employees in a company
  - b. A diagram showing the flow of tasks in a project
  - c. A visual representation of a company's internal structure
  - d. A detailed description of a company's history
10. What does an organizational chart typically illustrate?
  - a. The profit margins of a company
  - b. The personal relationships between employees
  - c. The reporting relationships and hierarchy within the company
  - d. The annual goals of a company
11. In a matrix organizational chart, what is a typical characteristic of employees' reporting relationships?
  - a. Employees report to only one manager
  - b. Employees may report to more than one manager
  - c. Employees do not report to any manager
  - d. Employees choose their managers
12. What is the main focus of administrative office management?
  - a. Handling day-to-day clerical tasks
  - b. Overseeing long-term strategic planning and overall office administration
  - c. Managing individual projects within a department
  - d. Focusing solely on financial management
13. What role has technology played in the evolution of administrative office management?
  - a. Reduced the need for administrative management due to automation.
  - b. Transformed the scope from clerical tasks to managing complex information systems
  - c. Made administrative office management an obsolete function
  - d. Shifted the focus entirely to technical support rather than administrative tasks
14. Why is records management considered a barometer of progress for a business organization?
  - a. It indicates the financial wealth of the organization.
  - b. It reveals the stage-by-stage progress and achievements over different periods
  - c. It only records the employee attendance
  - d. It measures the market value of the company's stock.



15. What advantage does a good filing system provide in terms of handling correspondence?
- It allows correspondence to be ignored.
  - It mandates all correspondence be outsourced.
  - It ensures correspondence can be handled properly without any delay
  - It reduces the need for correspondence in business operations.
16. Which function of a good filing system is essential for developing business policies?
- Library Function
  - Administrative Function
  - Historical Function
  - Information Function
17. What is the primary purpose of effective ventilation in an office environment?
- To ensure the office smells good
  - To regulate the temperature during meetings only.
  - To provide healthy air by diluting and removing pollutants.
  - To enhance the external appearance of the office building.
18. What is the benefit of modular office furniture?
- It requires permanent installation.
  - It reduces the need for personal office spaces
  - It increases the need for large, personal desks.
  - It can be adjusted to meet changing office needs and enhances aesthetics
- What factor should be primarily considered when selecting a communication system
19. for urgent transactions?
- The cost of the communication system
  - The speed or quickness of the communication system
  - The complexity of the system
  - The color of the system
20. What should be considered if there is a risk of loss of communication in transit ?
- Speed of the communication system
  - Aesthetics of the communication medium
  - Safety of the communication medium
  - The brand of the communication system

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**( Descriptive )**

Time : 2 hrs. 30 min.

Marks : 50

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

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| 1. Describe the main elements and roles of office management. Explain how these aspects help improve the functioning and success of an organization, providing examples to illustrate their impact on daily operations. | 5+5=10 |
| 2. Discuss the various challenges faced by modern offices in the contemporary business world. How should offices address these challenges to ensure smooth and effective operations?                                    | 7+3=10 |
| 3. Discuss the significance of Centralization and Decentralization in organizational decision-making. How do these concepts affect the autonomy and flexibility of an organization?                                     | 5+5=10 |
| 4. Discuss Henri Fayol's principle of Division of Labor, explaining its significance in improving productivity and efficiency within an organization.   | 10     |
| 5. Describe the essential functions and advantages of a good filing system.   | 10     |
| 6. Explain the significance of records management in a business organization  | 10     |
| 7. Discuss the effects of good and poor lighting conditions on office productivity according to the document.   | 10     |
| 8. Discuss the process of communication and evaluate the barriers to effective communication  | 10     |

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