

(6 pages)

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B.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2018.

Second Semester

Business Administration — Allied

OFFICE MANAGEMENT

(For those who joined in July 2017 onwards)

Time : Three hours

Maximum : 75 marks

PART A — ($10 \times 1 = 10$ marks)

Answer ALL questions.

Choose the correct answer :

1. A shredder is there to;
 - (a) Destroy paper documents by cutting them into small pieces
 - (b) Staple pieces of paper together
 - (c) Fax documents
 - (d) Open envelopes

2. A photocopier is used to
 - (a) Take photos the way a camera does
 - (b) Screen unwanted phone-calls
 - (c) Make paper copies of documents
 - (d) Correct spelling and grammar mistakes in documents
3. In an office, for safety reasons it is important to:
 - (a) Make sure that the windows are kept open throughout the day
 - (b) Say good morning to your colleagues in the morning
 - (c) Keep the office temperature at a low level, no matter what the weather
 - (d) Keep all emergency exits, stairs and walkways clear of any obstruction
4. A device that is connected to a laptop and which prints out information onto paper is called
 - (a) Printer
 - (b) Scanner
 - (c) Diary
 - (d) Switchboard

5. To run an effective filing system you should;
 - (a) Avoid saving unnecessary documents
 - (b) Keep all filing cabinet doors closed at all times
 - (c) Drink lots of coffee when filing away paperwork
 - (d) Make sure that all cables in the office are hidden and not exposed
6. Excel is used to create
 - (a) Drawings
 - (b) Presentations
 - (c) Spreadsheets
 - (d) Infographics
7. What does faxing a document mean?
 - (a) Transmitting or receiving a document by a fax machine
 - (b) Proofreading a document
 - (c) Printing multiple copies of a document
 - (d) Throwing a document away

8. To properly receive, process, file and report all official documents, you should
- (a) A Keep a copy of every document the company has ever produced, no matter how trivial it is
 - (b) Have an effective Document Management system
 - (c) Photocopy all documents and then take one copy home for safekeeping
 - (d) Run an effective Diary Management system
9. In an office, which of the following is it most important to know the location of,
- (a) Coffee and snack vending machines
 - (b) Bathroom and locker-rooms
 - (c) Emergency exits, first-aid kits and fire extinguishers
 - (d) Where the office stationary supplies are kept
10. Filing cabinets is used for
- (a) Store paper documents
 - (b) Retrive data
 - (c) Send data
 - (d) None of these

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Answer should not exceed 250 words.

11. (a) Explain the importance of an office.

Or

- (b) Elaborate the qualities of a manager.

12. (a) Brief about office layout.

Or

- (b) Discuss the physical conditions of the office.

13. (a) Explain the term filing.

Or

- (b) Describe the advantages of mail merge.

14. (a) Brief about types of index.

Or

- (b) Describe the office forms used now days in the office.

15. (a) Explain the objective of MIS.

Or

- (b) Illustrate the importance of office appliances.

PART C — ($5 \times 8 = 40$ marks)

Answer ALL questions, choosing either (a) or (b).

Answer should not exceed 600 words.

16. (a) Elaborate functions of an office.

Or

- (b) Explain the functions of an office manager.

17. (a) Discuss the merits of an office.

Or

- (b) Differentiate open office and private office.

18. (a) Discuss the advantages of centralized mail handling.

Or

- (b) Explain the filing procedure and maintenance of an office.

19. (a) Explain about the Essentials and merits of indexing.

Or

- (b) Discuss the objectives and advantages of forms.

20. (a) Illustrate the factors in selecting office machines.

Or

- (b) Elaborate the components of MIS.
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