

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
BBA Winter 2019- 20 Examination

Semester: 1
Subject Code: 06101131
Subject Name: Modern Office Management

Date: 04/12/2019
Time: 10:30am to 1:00pm
Total Marks: 60

Instructions

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as Directed.

A). Multiple choice type questions/Fill in the blanks. (Each of 1 mark) (05)

1. The elements of control will consist of

a) Authority, Direction, Management	c) Authority, Direction, Information
b) Authority, Application, Management	d) Authority, Application, Information
- 2 One of the primary function of an office is to

a) Appoint the company secretary	c) Appoint workers
b) Provide training Facilities	d) Provide the requisite information
- 3 Inward Mail Means

a) Mail received in the office	c) Personal mail received by the employees
b) Mail sent out to customer	d) Personal mail sent by the employees
- 4 Communication begins with

a) Encoding	c) Idea origination
b) Decoding	d) Channel selection
- 5 Force affecting organization behavior are

a) People	c) Environment
b) Technology	d) All of the above

B). Define the following. (Each of 1 mark) (05)

1. Office Layout
2. Filing
3. Informal organization
4. Indexing
5. Ventilation

C). Direct questions. (Each of 1 mark) (05)

1. Mention any four office Activities
2. What is committee Organization
3. What is Organization Chart
4. Mention any two Modern Filing method
5. State difference between Administration & Management

Q.2 Answer the following questions.

A). Define Management? Explain the principles of Management (07)

B). What is office & Explain the function of office. (08)

Q.3 Answer the following questions.

A). Explain the term Record Management & describe the importance in detail. (07)

B). Describe the guidelines of delegation of authority. (08)

Q.4 Attempt any two questions. (Each of 7.5 mark) (15)

1. Define Filing & describe the classification of filing
2. What do you mean by line organization and State merits & demerits
3. Define communication & Explain the process of communication.
4. Which are the categories are there for lighting systems. Explain in detail.