

**PARUL UNIVERSITY**  
**FACULTY OF MANAGEMENT**  
**BBA, Winter 2018 - 19 Examination**

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

**Date: 04/12/2018**  
**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. Which of these is not one of the factors which determine the size of the office?
  - a) Size of business
  - b) Quality of work
  - c) Manpower
  - d) Scale of operation
2. Which of these is not one of the characteristics of office work?
  - a) The volume of the work depends on the external factors
  - b) It helps in the functioning of the whole organization
  - c) It mainly consists of paper work
  - d) It does not contribute to the overall sales
3. Which of these is/are the challenges faced by offices?
  - a) Reduction in paper work
  - b) Complying with requirements of the government
  - c) Reduction in cost of office work
  - d) All of the above
4. Which of these is/are one of the functions of office management?
  - a) Planning
  - b) Staffing
  - c) Supervision
  - d) All of the above
5. Which of these is/are one of the principles of office management?
  - a) Division of work
  - b) Discipline
  - c) Unity of command
  - d) All of the above

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

1. Office
2. Organization
3. Office Manager
4. Office Management
5. Administration

**C) Answer the following questions. (Each of 1 mark) (05)**

1. What is "unity of command" as per the principles of office management?
2. List down the functions of office management.
3. List down any two characteristics of an organization.
4. What is "principle of objective" as per the principles of organization?
5. What is formal organization?

**Q.2 Answer the following questions.**

- A) What are the modern office functions? Explain. (07)**
- B) Explain the principles of office management. (08)**

**Q.3 Answer the following questions.**

- A) Explain the methods of purchasing stationary in an organization. (07)**
- B) Explain any seven principles of office layout. (08)**

**Q.4 Attempt any two questions. (Each of 5 mark) (15)**

1. The office is in many respects, the brain of a business organization. Explain.
2. If you are an office manager of a particular company, what should be your prime responsibilities? Explain.
3. Management versus Administration. What are your views?
4. "No organization can exist without an efficient office". Explain.