

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
BBA., Winter 2017 - 18 Examination

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

Date: 11/01/2018
Time: 02:00PM to 04:30PM
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 facts is relatively unimportant for adopting a proper communication system

a) Safety	c) Quality
b) Accuracy	d) Cost
2. Office work involves

a) Preparation and maintenance of records	c) papers preserved for future reference
b) Making them available as and when necessary	d) All the above
3. In which of the methods of filing, files or folders are kept in a horizontal position?

a) Vertical filing	c) lateral filing system
b) Suspension filing	d) Box files
4. Inward Mail means

a) Mail received in the office	c) Personal mail received by the employees
b) Mail sent out to customers	d) Personal mail sent by the employees
5. One of the primary functions of an office is to

a) Appoint the company secretary	c) Appoint workers
b) Provide training facilities	d) provide the requisite information

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

1. Unity of Direction
2. Informal Organization
3. Office layout
4. Filing
5. Indexing

C). State True or False for each of the following. (Each of 1 mark) (05)

1. The term communication is derived from a Latin word "communis" which means common.
2. In centralized correspondence system each functional department makes its own arrangement for Correspondence.
3. Organization is a group of individual which may be small or large.
4. Administration and management both are the same.
5. An informal organization is that network of personal and social relations which is not established by formal organization.

Q.2 Answer the following questions.

- A).** Explain the principles of organization. (07)
- B).** Explain the methods of purchasing stationary. (08)

Q.3 Answer the following questions.

- A).** What are the modern office functions? Explain. (07)
- B).** Explain briefly about centralised correspondence? Explain its advantages and disadvantages. (08)

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

1. You have been asked by your employer to design office layout. What factors would you take in to account while designing office layout?
2. The efficiency of an office can be judged from the efficiency of its administrative wing. Explain.
3. As an office manager, suggest the suitable procedure for the purchase of stationary in your office.
4. Office work relates to handling of information. Discuss.