

(6 pages)

Reg. No. : .....

Code No. : 10223 E      Sub. Code : SABA 21

B.B.A. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

Second Semester

Business Administration — Allied

OFFICE MANAGEMENT

(For those who joined in July 2017–2019)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The duties and responsibilities of an office manager are
  - (a) he has to coordinate the work of different sub-units of the office
  - (b) he is responsible to maintain discipline in the office
  - (c) both (a) and (b)
  - (d) none of the above

2. The qualities required to be possessed by an office manager are
  - (a) education and training
  - (b) experience
  - (c) leadership
  - (d) all of these
3. Office layout is important for a business because
  - (a) it increases the efficiency of office work
  - (b) it enhance the utilisation of office space
  - (c) it facilitates supervision
  - (d) all of the above
4. In filing, folders, drawers, cabinets and cupboards are required
  - (a) vertical                      (b) horizontal
  - (c) contralised                (d) decentralised
5. Filing is suitable for small offices
  - (a) vertical                      (b) horizontal
  - (c) centralised                 (d) decentralises
6. Is a rough copy of communication emanating from a section of a department
  - (a) note                         (b) draft
  - (c) summary                    (d) final order

7. Are issued to convey the same information to a large number of employees of an organisation
- (a) office orders (b) office memos  
(c) office circulars (d) none of these
8. FAR stands for
- (a) Fixed Assets Register  
(b) Fixed Assets Reacquisition  
(c) Fixed Assets Remark  
(d) None of these
9. A receptionist should possess which of the following skills
- (a) interpersonal skills  
(b) administration skill  
(c) organisational skill  
(d) all of the above
10. Which is the last step in the process of handling inward mail
- (a) recording the mail  
(b) distributing the mail  
(c) scrutiny of mail  
(d) sorting of mail

Page 3 Code No. : 10223 E

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) What are the typical work activities of an office manager?
- Or
- (b) What are the most vital skills for an office manager?
12. (a) What are the importance of office?
- Or
- (b) Explain in brief virtual office.
13. (a) What is your understanding of the office manager role?
- Or
- (b) What office management software are you familiar with?
14. (a) Explain various types of mail.
- Or
- (b) Explain advantages of E-mail.

Page 4 Code No. : 10223 E  
[P.T.O.]

15. (a) Write notes on :

- (i) letter opening machine
- (ii) numbering and dating machine

Or

(b) Notes on :

- (i) value post
- (ii) speed post

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Explain the qualities of office manager.

Or

(b) What do you think the biggest strengths of an office manager should be?

17. (a) Explain the various types of indexing.

Or

(b) Explain in brief various techniques of indexing.

18. (a) Difference between office machines and equipment.

Or

(b) What are the advantages of office management? Explain.

19. (a) What are the factors in selecting office machines? Explain.

Or

(b) Explain various types miscellaneous machine.

20. (a) Discuss the essential requirements to keep down stationery cost.

Or

(b) What are the purchase procedure of stationary? Explain.

---