

S.No. : 20

BBAL 2304

No. of Printed Pages : 04

Following Paper ID and Roll No. to be filled in your Answer Book.

**PAPER ID : 29118**

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**BBA LLB (Integrated)**  
**Examination 2019-2020**  
**(Odd Semester)**

**OFFICE MANAGEMENT**

*Time : 3 Hours]* *[Maximum Marks : 60*

**Note :** Attempt all questions.

**SECTION – A**

**Note :** Attempt all parts of the following :  $1 \times 8 = 8$

- (a) What is Office Work?
- (b) Mention the types of Organisation.
- (c) Give some examples of office verification.
- (d) What is meant by location of office?

*[P. T. O.]*

- (e) Write full form of PABX.
- (f) What points you must remember to purchase office equipments.
- (g) Define office correspondence.
- (h) What do you mean by VPP communication?

### SECTION – B

2. Attempt any two parts of the following :  $6 \times 2 = 12$

- (a) What do you mean by an office manual?
- (b) What is formal and informal organization?
- (c) Explain the importance of office machines.
- (d) Describe the importance of communication.

### SECTION – C

**Note :** Attempt all questions. Attempt any two parts from each question.  $8 \times 5 = 40$

3. (a) Write the function and scope of office management.
- (b) Explain the characteristics of an organization.
- (c) Write the evolution of office management and what do you mean by modern office.
4. (a) Discuss the importance of office layout.
- (b) Write about the importance of office furniture.
- (c) "Good working condition in an office are prerequisite for increasing the efficiency of office staff." Examine the statement and discuss the reasons.
5. (a) Explain the various methods of modern filing.
- (b) How computer is effective is process of office.
- (c) Write short notes on :
  - (i) Typewriter
  - (ii) Photocopier machine.

*[P. T. O.]*

6. (a) Explain briefly about centralised correspondence? Explain its advantages and disadvantages.
- (b) What are the advantages and drawback of oral communication. Explain with a real quote.
- (c) Explain the hierarchy of an organisation. What is the role of office supervisor in it.

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