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Time : 1 Hour

**FIRST-TERM OFFICE ADMINISTRATION**

Subject Code

V	4	2	1	6
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Total No. of Questions : 20 (Printed Pages : 8)

Maximum Marks : 20

- INSTRUCTIONS :**
- (i) All questions are compulsory.
  - (ii) Question No. 1 to 20 consist of Multiple Choice Questions.
  - (iii) Figures to the right indicate marks allotted to each question.
  - (iv) Write the number of the questions clearly on the answer book.

1. A person who is responsible for keeping building or place in good condition is ..... 1
- (A) Clerk
  - (B) Accountant
  - (C) Superintendent
  - (D) Cashier
2. Which of the following is *not* a good quality of a leader ? 1
- (A) Vision and Goal
  - (B) Indiscipline
  - (C) Planning
  - (D) Communication Skill

3. The fuel that allows common people to attain uncommon result is ..... 1
- (A) Team Work
  - (B) Group Work
  - (C) Group
  - (D) Team
4. Assigning work and granting authority are two elements of ..... 1
- (A) Planning
  - (B) Staffing
  - (C) Leading
  - (D) Organizing
5. Free Reign leadership is also known as ..... 1
- (A) Laissez Faire leadership
  - (B) Participation leadership
  - (C) Situational leadership
  - (D) Autocratic leadership
6. Marketing a new product by arousing interest among potential buyers is a purpose of ..... 1
- (A) Purchase letter
  - (B) Sales letter
  - (C) Multiple letter
  - (D) Circular letter

7. A top executive who is solely held responsible for the firm's success or failure is ..... 1
- (A) Accountant
  - (B) Office Clerk
  - (C) Office Manager
  - (D) Chief Executive Officer
8. A quality of an ideal team which highlights the level of mutual trust and respect among team members is ..... 1
- (A) Support or belief
  - (B) Co-operation
  - (C) Good at Execution Work
  - (D) Commitment
9. One feature of a Work group is ..... 1
- (A) Focus on Team Goal
  - (B) Focus on Individual Goal
  - (C) Produce Collective Products
  - (D) Individual and Mutual Accountability
10. A stage of team development where members feel anxious and spend their time knowing each other is ..... 1
- (A) Norming
  - (B) Storming
  - (C) Performing
  - (D) Forming

11. Qualities of a leader called as the two essential twins which are required for getting things done are ..... 1
- (A) Planning and Persistence
  - (B) Discipline and Self-confidence
  - (C) Patience and Persistence
  - (D) Patience and Planning
12. The full form of AIDA is ..... 1
- (A) Attention Interest Desire Action
  - (B) Attention Interest Desire Activity
  - (C) Attention Interest Decision Action
  - (D) Interest Attention Internet Action
13. A critical function of the accounting department which makes sure that all employees are paid accurately and timely is ..... 1
- (A) Accounts Payable
  - (B) Accounts Receivable
  - (C) Payroll
  - (D) Financial Control
14. Which of the following is a good quality of an Ideal Team ? 1
- (A) Multiple goals
  - (B) Incompetent member
  - (C) Frankness
  - (D) Non-Co-operation

15. A downfall of a new style of leadership where people run behind performance and hence there are less chances of any innovation or creativity is ..... 1
- (A) Transactional leadership
  - (B) Transformational leadership
  - (C) Situational leadership
  - (D) Participative leadership
16. The first duty of a Cashier is ..... 1
- (A) Receiving payment by cash, cheque, credit card etc.
  - (B) Greeting the customers entering the organization
  - (C) Checking daily cash accounts
  - (D) Providing training and assistance to newly joined cashier
17. A letter which achieves the combined effect of a Circular letter, a standard letter and follow up letter is ..... 1
- (A) Sales letter
  - (B) Multiple letter
  - (C) Reprimand letter
  - (D) Purchase letter
18. 'Walk the Talk' reflect the following quality of a leader ..... 1
- (A) Delegation
  - (B) Communication Skills
  - (C) Creativity and Innovation
  - (D) Lead by example

19. Collection of people who interact with one another, accept rights and obligation as members and who share a common identity is ..... 1

- (A) Team
- (B) Group
- (C) Work Group
- (D) Crowd

20. Answering telephone direct calls and taking messages are the duties of a ..... 1

- (A) Office Clerk
- (B) Accountant
- (C) Office Manager
- (D) Cashier