

**AKENTEN APPIAH-MENKA UNIVERSITY OF SKILLS TRAINING
AND ENTREPRENEURIAL DEVELOPMENT****FACULTY OF BUSINESS EDUCATION****DEPARTMENT OF MANAGEMENT STUDIES EDUCATION****END OF SECOND SEMESTER EXAMINATION – AUGUST, 2021**

COURSE TITLE	OFFICE MANAGEMENT AND PRACTICE
COURSE CODE	MGT 126
LECTURER	MS. PORTIA ADDAI BOADU
DURATION	2 HOURS
INSTRUCTIONS	ANSWER ALL QUESTIONS IN SECTIONS A & B ON THE QUESTION PAPER AND ANY THREE IN SECTION 'C' IN YOUR ANSWER BOOKLET
CLASS	MGT 1G & BBA SEC 100

SECTION A – OBJECTIVES [10 MARKS]**Select the most Suitable Option by Circling your Preferred option on the Question Paper**

1. A set of rules governing the behavior of all members of an organization is called a/an: |
Office Procedures Questions
 - a. Code of business conduct.
 - b. Ergonomics structure.
 - c. organizational structure.
 - d. Virtual organization.
2. A graphic illustration of the formal structure of an organization is called a/an: | Office
Procedures Questions
 - a. Participatory management chart.
 - b. Organization chart.
 - c. NAFTA chart.
 - d. Scalar chart.
3. Which of the following is not considered to be building human relations in the office?
 - a. Keyboarding skills
 - b. Listening skills
 - c. Reading skills
 - d. Thinking skills

4. Projecting a pleasant personality is easy when things go right. To be successful in business you must be able to do which of the following?
- All of the options below.
 - Be considerate and tolerant of someone who is inconsiderate of you.
 - Maintain composure when things go wrong and be able to say 'no' tactfully to a person.
 - Soothe the feelings of an irate customer or coworker and exhibit poise under extreme pressure.
5. To prioritize work, consider the following order:
- Must be done at the time of your manager's request
 - Must be done at the time of your manager's request, and then everything else must be done today
 - Must be done immediately, and everything else must be done as soon as time allows
 - Must be done immediately, must be done today, and must be done as soon as time allows
6. Most effective tip to use first when handling an angry caller include:
- Deal with the feelings first.
 - Deal with the situation.
 - Get the name of the caller and explain the situation to the caller so he or she understands the conflicting points.
 - Get the name of the caller and explain the situation to the caller so he or she understands the conflicting points; then, route the call to your manager.
7. The purpose of a shredder is to
- Destroy all documents.
 - Destroy documents received by the mailing department
 - Destroy documents that the companies may not want competitors to access
 - Destroy financial statements crucial to the organization and stakeholders

8. Photocopying machines can perform all the functions except
- a. Copying on both sides of the sheet of paper
 - b. Enlargement and reduction
 - c. It allows mass replications of an original document
 - d. They can print up to 120 pages per minute.
9. Office environment comprises the following, except?
- a. Butchering and sending emails.
 - b. Freedom from noise and dust.
 - c. Interior decoration and furnishing
 - d. Ventilation and temperature control
10. The following are typical written communication used in the business environment, except?
- a. Letters
 - b. Memorandum (Memo)
 - c. Narratives
 - d. Reports

SECTION B (5 MARKS)

SELECT WHETHER THE STATEMENT GIVEN IS TRUE / FALSE FOR

QUESTIONS 11 – 20

Underline your Preferred option.

11. Interpersonal office functions require judgment, analytical (decision-making), and people skills, such as coordinating a team project. **True/ False.**
12. Organizational structure de-emphasizes people-to-people relationships and stresses the flow of information. **True/ False**
13. In every organization, authority flows vertically and horizontally within the organization. **True/False**
14. Saving labour costs is the main reason for installation of many machines. **True/ False**
15. It is more important for an office professional to be loyal than to possess integrity. | Office Procedures Questions. **True/ False**

16. Procrastination is a productive behavior pattern that causes you to enhance your on-the-job efficiency because you focus on tasks that aren't priorities for the day or week.

True/ False

17. An advantage of planning is that we tend to focus on what works today and not have to deal with the issues of tomorrow. **True/ False**

18. Photocopiers and risographs can perform the function of duplication. **True/ False**

19. A projector can be used to enlarge images onto a screen or wall for audiences to view.

True/ False.

20. A motion is a proposal or a suggestion made by a member at a meeting. **True / False.**

SECTION C – 45 Marks

Answer Question One (1) and any Two Questions from this Section. (Each Question carry 15 marks)

Q1.

- a. Differentiate between an office and office management (5 marks)
- b. Discuss any six (6) management functions of the office. (6 marks)
- c. Discuss any four (4) importance of an office. (4 marks)

Q2.

- a. Differentiate between office work and office practice. (2 marks)
- b. Discuss any seven (5) principles to consider in office planning and layout. (10 marks)
- c. State and explain any three (3) traditional types of office layouts. (3 marks)

Q3.

Office machines and equipment are chosen simply because of some advantages they bring to the office.

- a. Discuss any five (5) factors which influence the choice of office machines. (10 marks)
- b. Differentiate between a Tall and a Flat organization, stating one advantage of each. (5 marks)

Q5.

A pleasant work environment contributes to the growth of office team. If the office environment is unattractive, unsafe and unhealthy, our productivity is affected.

- a. Explain the office environment in detail. (5 marks)
- b. Extensively write on any five (5) components of the office environment. (10 marks)