



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS**  
**SCHOOL OF EDUCATION**  
**SEPTEMBER/OCTOBER 2015 EXAMINATION**

**Course Code:**            **BED416**  
**Course Title:**        **Office Organization and Management**  
**Time Allowed:**       **2Hours**  
**Instruction:** Answer Question **One** and any other **Two**.

1.     a. What is workstation?

(5Marks)

      b. Differentiate between centralized and decentralized workstation

(10Marks)

      c. What facilities do you classify as dump terminals?

(9Marks)

      d. State and explain two advantages of workstations have?

(6Marks)

= (30Marks)

2     a. Briefly explain the purpose of communication in a business office.

(4Marks)

      b. State and explain the routes of Communication?

(16Marks)

Total

= (20Marks)

3.State and explain five (5) Merits and five (5) demerits of functional Department

(20Marks)

4     a. List FOUR physical factors which you think generally determine human comfort

and convenience in a business office (4Marks)

      b. Write Short notes on any of **four** (4) of the following.

      i. Cognitive Dissonance.

      ii. Balance Theory.

      iii. Importance of interpersonal relationship among office worker.

      iv. Professional, Social/life skills

v. Trust  
(16Marks)