



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
MARCH/APRIL 2016 EXAMINATION

SCHOOL OF EDUCATION

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 dumb terminals? (9Marks)
 - d. State and explain two advantages of workstations? (6Marks)

= (30Marks)

2.
 - a. Enumerate three activities of each of the following.

- i. Account department (6marks)

- ii. Production department

(6marks)

- b. The effectiveness of an organization largely depends on how well communication is handled. Briefly Outline **eight** (8) aspects of communication process. (8Marks)

3. . Write Short notes on the following.

- i. Trust
 - ii. Balance Theory.
 - iii. Directional Communication
 - iv. Transactional
- (5Marks each)

Communication

4. a. Define professional social/life skills
(8Marks)

b. Explain the following concept in relation to leadership:

I. Autocratic Leadership

II. The Great man's Theory:

III. Participative style

(4Marks each) =12Marks