



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELLO WAY, LAGOS

SCHOOL OF EDUCATION
MAY/JUNE 2013 EXAMINATION

Course Code: BED 413
Course Title: Office Organisation and Management
Time: 2 Hours

Instruction: Answer question **one** and any other **two** Questions

1. a. Differentiate between line and staff organisation, and functional organisation pattern. (5 marks)
- b. State the principle behind alpha-numeric filing. (5 marks)
- c. State ten principles guiding form designs. (10 marks)
- d. Clearly illustrate organisational ownership in an organogram. (10 marks)
2. a. It is often said that effective use of colour can enhance work environment and have at least an indirect effect on employees' productivity. Identify these colours shades and state against each colour the effect or feeling it conveys. (5 marks)
- b. Explain the impact of office automation in the modern day office. (15 marks)
3. The main duty of personnel department is strictly handling of staff welfare. Discuss. (20 marks)
4. Carefully explain the relationship among office design, location and cost analysis. (20 marks)

