



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF EDUCATION
MAY/JUNE 2012 EXAMINATION**

BED 413 Office Organisation and Management
Time Allowed: 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. a. Give a vivid illustration of three departments in a business organisation.
(10 marks)

b. Explain their respective business activities.
(10 marks)

4. Write short notes on the following:

- a. Domestic postal mail (5 marks)
- b. Communication Process (5 marks)
- c. Outgoing mail (10 marks)