



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF EDUCATION
OCTOBER 2013 EXAMINATION

Course Code: **BED413**
Course Title: **Office Organization and Management.**
Time: **2Hours.**

Instruction: Answer Question One and any other two questions.

1. a. Briefly explain the purpose of communication in a business office.
 (5 marks)
 b. Compare and contrast unilateral and directive communication.
 (10 marks)
 c. State the principles behind alpha-numeric filing.
 (5 marks)
 d. State Ten principles guiding form design.
 (10 marks)

2. a. Briefly explain the following key concept in today's office:
 i. Office Management.
 ii. Office Organisation.
 b. State three activities of each of the following:
 i. Production department
 (5marks)
 ii. Account department.
 (5marks)
 iii. Personnel department
 (5marks)

3. a. Differentiate between office technology and office automation.
 (10marks)
 b. It is often said that effective use of colour can enhance work
 environment and have at least an indirect effect on employee's
 productivity. Identify these colours shades and state against each
 colour the effect of feeling it conveys. (10marks)

4. a. Leadership is generally seen as the ability to influence a group of
 people in order to achieve a set goal. Discuss the context of leadership
 as a process. (5marks)
 b. Differentiate between autocratic and participative leadership
 (5marks)

c. Enumerate Ten principles which a leader must use in motivating the worker.
(10marks)