



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF EDUCATION
MARCH/APRIL 2014 EXAMINATION

Course Code: BED413
Course Title: Office Organisation and Management
Time: 2Hours
Instruction: Answer Question One and any other Two.

1. a. Define the term "Communication" (6 marks)
b. Explain **four** (4) purposes of Communication. (16 marks)
c. The effectiveness of an organization largely depends on how well communication is handled.
Outline **eight** (8) aspects of the communication process. (8 marks)
2. a. Briefly explain the concept of Workstation.
b. Differentiate between a decentralized electronic office and a centralized electronic office in relation to workstation.
c. Explain **two** (2) merits of workstation in an organization. (5 marks)
3. a. Explain the following key concepts in today's office.
i. Office Organisation. (2.5 marks)
ii. Office Management. (2.5 marks)
b. Enumerate three activities of each of the following.
i. Account department (5 marks)
ii. Production department (5 marks)
iii. Personnel department (5 marks)
4. Write short notes on the following.
i. Cognitive Dissonance.
ii. Balance Theory.
iii. Professional, Social/life skills.
iv. Trust