



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91 Cadastral Zone Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF FINANCIAL STUDIES
2021_1 EXAMINATION

COURSE CODE: PAD 330
CREDIT UNIT: 3
COURSE TITLE: WORKSHOP IN PUBLIC ADMINISTRATION
TIME ALLOWED: 3 HOURS

Instructions

- 1. Attempt question number one (1) and any other three (3).**
 - 2. Question number 1 is compulsory and carries 25 marks while the other 3 questions carry 15 marks each.**
 - 3. Present all your points in coherent and orderly manner.**
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QUESTIONS

1a. "It is difficult to visualize the structure of any organization hence the organization chart". Justify this statement. [15marks]

b. Discuss things to bear in mind when arranging furniture's and equipment in a small office. [10 marks]

2a. Identify and discuss five functions of an office (10 marks)

b. What are the determinants of the right choice of office stationery? (5marks)

3a Clear writing requires certain techniques. Identify four of these techniques. (5 Marks)

b. Discuss the Official form of Communication in the Civil Service that is a proposed reply to circular or other document put up by an officer to a higher authority. [10 marks]

4a. A good filing system or style should possess certain characteristics. Explain (5 Marks)

b. Discuss three methods of file classifications. [10 marks]

5a. Personnel department is in charge of all matters concerning the organization's staff. Discuss. (9 marks)

b. Differentiate between Misconduct and Inefficiency. (6 Marks)