



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**Plot 91, Cadastral Zone, NnamdiAzikwe Express Way, Jabi- Abuja**

**FACULTY OF EDUCATION**

**Programme: B.Sc. (Ed) Business Education**

**Course Code: BED416**

**Course Title: Office Organization and Management**

**Credit Unit: 2**

**Time Allowed: 2Hours**

**Instruction: Answer Question 1 and Any Other Two Questions**

**Question 1.**

(a) Explain the following concepts in relation to leadership:

- i. Autocratic Leadership
- ii. The Great man's Theory

(10Marks)

(b) . Enumerate any two functions of each of the following.

- i. Accounts department
- ii. Personnel department (10Marks)

(c) Discuss 2 advantages of workstation (10Marks)

**Question 2.**

(a) State any 5 objectives of office layout (10Marks)

(b) Differentiate between public companies and public corporation. (10Marks)

**Question 3.**

(a) Define the concept communication and state any two purposes of communication in an organization (10Marks)

(b). Identify any 2 roles of each of the following key people in an organization

- i. Company chairman
- ii. Managing director (10Marks)

**Question 4**

(a) Write Short notes on the following

- i. Cognitive Dissonance
- ii. Directional Communication
- iii. Professional, Social/life skills
- iv. Balance Theory. (10Marks)

(b) Enumerate any 5 factors which determine human comfort in an office. (10Marks)

**Total = 70marks**