



**National Open University of Nigeria**  
**Plot 91, Cadastral Zone, NnamdiAzikwe Express Way, Jabi- Abuja**

**Faculty of Education**  
**2019\_1 Examination**

**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)** Define the following concepts

- i. Office
  - ii. Office management
  - iii. Office organization
  - iv. Leadership
  - v. Filing
- (10 marks)

**(b)** Explain in detail the activities of the following departments

- i. Purchasing department
  - ii. Personnel department
  - iii. Accounts department
  - iv. Store Department
- (20 marks)
- (30 marks)

**Question 2:** Write Short notes on the following

- a. Workstation
  - b. Directive Communication
  - c. Professional, Social/life skills
  - d. Balance Theory.
- (5Marks each=20Marks)

**Question 3.** (a) Enumerate three types of Traditional Organizational Pattern (5Marks)

(b) State Five each of Merits and Demerits of a Functional Department. (15Marks)

**Question 4**

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

i. Autocratic Leadership

ii. The Great man's Theory (5Marks each =10Marks)

(b) State four impacts of office automations

(10Marks)