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**NATIONAL OPEN UNIVERSITY OF NIGERIA**

**14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS**

**SCHOOL OF EDUCATION**

 **MARCH/APRIL 2015 EXAMINATION**

**COURSE CODE: BED416**

**COURSE TITLE: OFFICE ORGANIZATION AND MANAGEMENT**

**TIME ALLOWED: 2HOURS**

**INSTRUCTION: ANSWER QUESTIONS ONE AND ANY OTHER TWO**.

 1. a. Enumerate three (3) types of Traditional Organizational Pattern (10 Marks)

 b. State Five (5) each of Merits and Demerits of Functional Department. (20Marks)

 2. Differentiate between the following Classifications of Communication Process.

1. Unilateral
2. Directional
3. Transactional
4. Interpersonal (5 Marks each = 20 Marks

 3. a. What do you understand by the term “Communication”

 b. Explain **four** (4 ) purposes of Communication.

 c. The effectiveness of an organization largely depends on how well communication is handled.

 Briefly Outline **eight** (8) aspects of communication process.

 4. Write Short notes on any  **four** (4) of the following.

i. Cognitive Dissonance;

 ii. Balance Theory;

 (iii). Importance of interpersonal relationship among office workers;

 (iv). Professional, Social/life skills; (v) Trust;