

LAGOS CITY POLYTECHNIC, IKEJA
SCHOOL OF MANAGEMENT AND BUSINESS STUDIES
DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT
2013/2014 FIRST SEMESTER EXAMINATION

COURSE	TITLE:	OFFICE	ADMINISTRATION
SECTION	AND MANAGEMENT	I	NO OF QUESTIONS :
COURSE CODE:	A	&	B
FOR WHOM:	OTM 314	TIME	ALLOWED: 2 HRS
NO OF STUDENT:	HND YR I	OTM	PT
ALL QUES.			EXAMINER:
SEC.	A.	AND	ANY
			OTHER
			3
			IN SECTION B.

SECTION A

1. An office is a place for clerical duties. True/False
2. A secretary is most likely to be the head of administration in an office Yes/No
3. The personnel manager supervise sales men. Yes/No
4. Incoming mail duty is the responsibility of a clear True/False.
5. Office equipment refers to machines only True/False.
6. An office furniture should be immovable. Yes/No
7. Line organisation is a type of organisation structure True/False.
8. Line and staff structure of organisation are separate Yes/No
9. Organisation chart is unnecessary in companies. True/False.
10. Authority is a feature of an organisation chart. Yes/No
11. is a factor in the location of an office.
12. is a service that can be centralised
13. is the head of finance in any organisation
14. Every organisation must have an
15. is a function of management.

SECTION B

1. (a) What is office administration?
 (b) Explain any FIVE principles of office layout.
 (c) Discuss THREE merits and demerits of an open office.
2. (a) Discuss SIX major functions of the human resources department.
 (b) Give SIX reasons why you will ask a staff to leave your organisation.
3. (a) Explain the features of an organisation chart.
 (b) List and explain 5 factors you would consider when locating an office.
4. (a) List and explain briefly, 5 functions of an office.
 (b) Mention and explain briefly, 3 type of an organisation structure.