



**National Open University of Nigeria**  
**Plot 91, Cadastral Zone, Nnamdi Azikwe Express Way, Jabi- Abuja**  
**Department of Arts & Social Sciences Education**

**Faculty of Education**

**2021\_2 Examination**

**Programme: B. Sci (ED)**  
**Course Code: BED 416**  
**Course Title: Office Guidance & Management**  
**Credit Unit: 2 Units**  
**Time Allowed: 2 Hours**

**Answer question one (1) and any other 2 questions**

1a Define the term "Filing" (8 marks)

1b Outline and discuss four basic functions of an office. (10 marks)

1c Explain virtual office and list six of its advantages. (12 marks)

2a List and explain the three types of traditional organizational patterns. (12 marks)

2b Explain the concept of leadership (8 marks)

3a Discuss five processes that determine effective filing system (6 marks)

3b Identify seven points to observe when opening the mail (14 marks)

4a Enumerate six types of domestic postal mail offered by post office (12 marks)

4b Define office in your own words. (3 marks)

4c Discuss expedited mail services. (5 marks)