

SIR ARTHUR LEWIS COMMUNITY COLLEGE
DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES
DEPARTMENT OF BUSINESS AND SECRETARIAL

EXAMINATION : December 2004

TUTOR : Mrs Linda Joseph

PROGRAMME TITLE : Applied Arts – Office Administration

COURSE TITLE : **Office Management**

DATE : **2 December, 2004**

COMMENCEMENT TIME : 9.00 a.m.

DURATION : 2½ Hours

INVIGILATOR : Mrs Linda Joseph

ROOM : BUS R.1



#M 23



INSTRUCTIONS

This examination consists of two Parts.

Part I - Answer ONLY 5 Questions

Part II - Answer ONLY 2 Questions

You can use your English Dictionaries .

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PART 1

ANSWER ANY THREE (5) QUESTIONS

In what ways does Administrative Office Management impact on office employees? (10 Marks)

What is the nature of the challenges affecting Administrative Office Managers? (10 Marks)

What are the characteristics of the Scientific Management Movement? (10 Marks)

Why should employees be encouraged to participate in the decision-making process? (10 Marks)

In what direction does communication flow in an organization? (10 Marks)

What is the nature of the work-team concept? (10 Marks)

What is groupthink? (10 Marks)

What are the elements of the listening process? Briefly Explain each one. (10 Marks)

What steps constitute the decision making process? (10 marks)

PART 2

ANSWER ONLY TWO (2) QUESTIONS

- 1 What factors should be considered in selecting a conflict resolution strategy (25 marks)
- 2 What steps are involved in the implementation of change? (25 Marks)
- 3 What elements constitute the Communication Process. Draw a model of the communication Process (25 Marks)

