



Lead City University, Ibadan

Faculty of Environment, Social and Management Sciences
Department of Business Administration
2nd Semester 2017/2018 Academic Session

Course Particulars

Course Code: OIM 213

Course Title: Office Practice and Organisation

No. of Units: 2 units

Status: Compulsory

Lecturer Details

Name: Mrs. T.E. Adenekan

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Area of Specialization: Business Information Management

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Area of Specialization: Information and operations Management

Course Objectives: This course is designed to expose students to organization of all resources available in the office including human resources. They will be exposed to practices acceptable in an office: good communication skills, department and layout of an office, sources of information, delegation of authority and writing of business correspondences.

This course focuses on getting students acquainted with office practice and organization. Students will be given adequate explanation on the topics to enable them have full understanding of the course.

Course Description: This course covers topics like: Office and organization, Communication in the office, record management, report writing and delegation and inspection of authority

COURSE REQUIREMENT/ASSESSMENT

Students are expected to attend 75% of lecture periods. Assessment is made up:

Class Attendance	10marks
Test	10marks
Assignments	10marks
Class Attendance	10marks
Final Examination	60 marks

LECTURER PLAN

WEEK	TOPIC
Week 1	Office and organization: office and its functions
Week 2	Organization and types of organization, layout of an office
Week 3	Communication in the office: types of communication, rules of good communication
Week 4	Selecting means of communication, method of communication
Week 5	Postal Service: Service of Post office, incoming mail and procedure
Week 6	Outgoing mails and procedures and mail room equipments and their functions
Week 7	Sources of information: Books of reference and their contents,
Week 8	Memory aids and their functions, Record Management
Week 9	Secretarial duties and personal Assistant Duties, Qualities of a good secretary
Week10-11	Delegation and Inspection of authority, Responsibility, Authority and accountability
Week12-13	Report writing, features of a good report, writing of good business letter, steps in writing letter of apology, letter of thanks, letter of congratulation, letter of condolence and sympathy
Week 14	REVISION
Week 15	EXAMINATION

Reading List

Tutu Adejumo Office Practice and Information System

Geoffrey Mills, Oliver Standingford *Office Organisation and Method*

SECTION B

Tutorial Questions

- 1.(a) Office are very important t organizations due to their numerous functions and services they render, Discuss?
 - (b) For an office to function effectively, it has to be taken care of ; Discuss some of the care that can be giving to an office
- 2.(a) Define communication and explain each of the barriers to effective communication
 - (b) Discuss the advantages and disadvantages of oral and written communication
- 3.(a) Discuss the guidelines to effective communication and how communication barrier can be overcome ?
 - (b) Discuss the four point plan in business communication?
 - (c) What is noise in communication and how can noise be eliminated?
- 4.(a) Explain the functions of the office manager, the personnel manager, the receptionist and the public relation officer?
 - (b) Discuss the guidelines for a good organizational structure?
- 5.(a) what is an office
 - (b) What is an organizational chart?
 - (c) Discuss the advantages and disadvantages of an organizational chart
- 6.(a) Discuss five (5) business attributes and personal attributes of a secretary
 - (b) Discuss the ten (10) steps in good business writing
7. Discuss the following organizational structure, state the advantages and disadvantages
 - (a) Line Organization
 - (b) Functional Organization
 - (c) Line-Staff Organization
8. Write short notes on the following:
 - (i) Delegation
 - (ii) Notice of Meeting
 - (iii) Minute of meeting
 - (iv) Adjournment
 - (v) Quorum
 - (vi) Proxy
 - (vii) Ex-officio
- 9.(a) Write short note on the following: (i) letter of apology (ii) letter of Appreciation (iii) letter of congratulation (iv) letter of condolence and sympathy
 - (b) What are the objectives of record management?
 - (c) State the qualities of a good filing system
10. Discuss the following:
 - (i) Life cycle of record
 - (ii) Filing System
 - (iii) Incoming mails
 - (iv) outgoing mails
 - (v) five mail equipment and their functions
11. Discuss the six method of classification of document, state their advantages and disadvantages
12. (a) Discuss the following :
 - (i) Index and indexing
 - (ii) active and semi active files
 - (iii) Sorting
 - (iv) Cross-referencing
 - (v) Inspection
 - (vi) retention policy
 - (vii) Miscellaneous file
 - (viii) case file, dead file and new file
 - (b) Discuss the steps in writing business letter

1.	Explaining the functions and importance of an office	12
	(b) Discussing the care of an office	5 ½
2.	Definition of an communication and explaining of each of the barriers	10
	(b) Explaining the advantages and disadvantages of oral and written communication	7 ½
3.(a)	Discussing guidelines of effective communication and overcoming communication barriers	10
	(b) Defining what noise is and how noise can be eliminated	7 ½
4.	Functions of an office manager	3
	Functions of personnel manager	3
	Functions of receptionist	3
	Functions of Public Relations officer	3
	(b) Guidelines for good organizational structure	5 ½
5.	Discussing what an office means	4
	(b) Discussing what an organizational chart means	5
	(c) Discussing 8 advantages and disadvantages of organizational chart	8 ½
6.	Discussing 10 business and personal attributes of a secretary	17 ½
7.	Discussing line organization	5 ½
	Discussing functional organization	6
	Discussing line-staff organization	6
8.	Discussing Delegation	5
	Notice of meeting	3
	Agenda	3
	Minute of meeting	3
	Adjournment	1
	Quorum	1
	Proxy	1
	Ex-Officio	1
9.	Objective of record management	7 ½
	(b) Qualities of good filing system	10
10.	Discussing life cycle of record	3
	Filing system	3
	Incoming mails	3
	Outgoing mails	3

	Mail room equipment and their functions	5 ^{1/2}
11.	Discussing six method of classification of document (advantages and disadvantages)	
		17 ^{1/2}
12.	Index and indexing	3
	Code and coding	3 ^{1/2}
	Sorting	2
	Cross-referencing	2
	Microfilming	2
	Miscellaneous file, dead file ,case file	5