



FINAL EXAMINATION
NOVEMBER 2023

COURSE TITLE	OFFICE ADMINISTRATION
COURSE CODE	RMGT1313
DATE/DAY	16 FEBRUARY 2024 / FRIDAY
TIME/DURATION	09:00 AM - 11:00 AM / 02 Hour(s) 00 Minute(s)

INSTRUCTIONS TO CANDIDATES :

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the Invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 4 Printed Pages including front page)

*****DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO*****

This question paper contains TWO (2) sections. Answer ALL questions in the answer booklet provided. [50 MARKS]

SECTION A

(10 Marks)

There are TEN (10) questions in this part. Answer ALL questions in the answer booklet.

1. What is the primary purpose of employee compensation in an organization?
 - A. Enhancing company policies
 - B. Encouraging employee recognition
 - C. Attracting and retaining talent
 - D. Improving workplace communication

2. Which form of employee recognition is often considered the most effective for boosting morale and motivation?
 - A. Monetary bonuses
 - B. Flexible work hours
 - C. Public acknowledgment and praise
 - D. Additional vacation days

3. Which benefit is typically included in an employee compensation package to address long-term financial security?
 - A. Annual bonuses
 - B. Health insurance
 - C. Recognition awards
 - D. Team-building activities

4. How can an organization ensure effective communication of company policies to employees?
 - A. Keep policies confidential to maintain privacy
 - B. Conduct regular training sessions and provide written documentation
 - C. Change policies frequently to keep employees on their toes
 - D. Avoid discussing policies to prevent confusion

5. What is the primary goal of fostering positive group dynamics in the workplace?
 - A. Encouraging individual competition
 - B. Enhancing teamwork and collaboration
 - C. Promoting conflicts among team members
 - D. Minimizing communication within the group

6. Which factor is essential for successful teamwork in an office environment?
- A. Lack of communication
 - B. Individual goals superseding team goals
 - C. Open communication and shared goals
 - D. Avoidance of diversity within the team
7. What is a common cause of conflict in the workplace?
- A. Clear communication
 - B. Shared goals among team members
 - C. Differences in opinion or values
 - D. Frequent team-building activities
8. How can a team effectively manage and resolve conflicts?
- A. Ignoring conflicts to avoid confrontation
 - B. Encouraging open communication and seeking resolution
 - C. Fostering a competitive environment
 - D. Isolating team members involved in conflicts
9. What is a potential consequence of unresolved conflicts within a team?
- A. Improved team cohesion
 - B. Enhanced creativity
 - C. Decreased productivity and morale
 - D. Accelerated project completion
10. Why is maintaining confidentiality an essential aspect of work ethics in an office setting?
- A. To encourage gossip and rumors
 - B. To build trust and professionalism
 - C. To increase transparency within the team
 - D. To promote a casual and relaxed work environment

SECTION B

(40 Marks)

There are **TWO (2)** questions in this section. Answer **ALL** questions in the answer booklet.

1. Examine the importance of office design and its impact on employee well-being and productivity. Discuss key considerations in creating an ergonomic workspace and address health issues associated with office environments. Provide **TWO (2)** examples of effective office design strategies that promote a healthy and productive work environment.
(20 marks)
2. Examine the significance of group dynamics and teamwork in the office administrative context. Discuss the challenges associated with conflict within teams and propose strategies for effective conflict resolution. Provide **TWO (2)** examples to illustrate the impact of positive group dynamics and successful conflict resolution on administrative efficiency.
(20 marks)

***** END OF QUESTION PAPER *****

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