Final Mock Exam– Introduction to Office Management (ADR 111)

Prepared by: T. Alshaikh Abdulfatah Hasan

CHAPTER 1: Office Orientation

Question One (Multiple Choice – 14 Marks)

Choose the correct answer:

1. The office layout that provides more privacy but less communication is:
   A- Open-plan office
   B- Closed office
   C- Virtual office
   D- None of the above
2. The main function of an office that involves storing information for future use is:
   A- Receiving information
   B- Recording information
   C- Giving information
   D- Arranging information
3. Ergonomics in office design focuses on:
   A- Employee health and productivity
   B- Decoration and music
   C- Filing systems only
   D- None of the above
4. The first point of contact for visitors in an organization is:
   A- Meeting room
   B- Reception area
   C- Filing room
   D- Manager's office
5. The organizational chart shows:
   A- Office layout
   B- Hierarchy and chain of command
   C- Filing system
   D- None of the above
6. Passing authority down the hierarchy is called:
   A- Delegation
   B- Span of control
   C- Chain of command
   D- Responsibility

7. The number of subordinates reporting to a manager is called:
   A- Hierarchy
   B- Span of control
   C- Delegation
   D- Authority
8. Which of the following is a disadvantage of an open-plan office?
   a) Better communication
   b) Less privacy
   c) More security
   d) Easier supervision
9. The route through which authority is passed down in an organization is called:
   a) Span of control
   b) Chain of command
   c) Delegation
   d) Hierarchy
10. Keeping organizational information away from outsiders is an example of:
    a) Punctuality
    b) Confidentiality
    c) Dedication
    d) Teamwork
11. Which department is responsible for keeping stock of goods and arranging transportation?
    a) Sales Department
    b) Warehousing Department
    c) Purchase Department
    d) Accounting Department
12. Which of Maslow's needs includes respect and recognition?
    a) Physiological needs
    b) Safety needs
    c) Esteem needs
    d) Self-actualization
13. An office where employees work from different locations using internet and phones is called:
    a) Open-plan office
    b) Closed office
    c) Virtual office
    d) Shared office
14. The science of designing the job and workplace to fit the worker is called:
    a) Ergonomics
    b) Automation

c) Delegation
d) Motivation

Question Two (True/False – 20 Marks)

State whether the following are True (T) or False (F):

1. Open-plan offices provide more privacy than closed offices. (   )
2. Recording information makes it readily available for management. (   )
3. A subordinate is an employee below another in the hierarchy. (   )
4. Chain of command shows how authority flows in an organization. (   )
5. Delegation means transferring responsibility permanently. (   )
6. Ergonomics aims to improve both health and productivity. (   )
7. Virtual offices rely on internet and telecommunication tools. (   )
8. Closed offices are cheaper to build than open-plan offices. (   )
9. Span of control can be wide or narrow depending on tasks. (   )
10. Organizational charts are unnecessary in large organizations. (   )
11. A sole trader is a business owned by two or more people. (   )
12. In a flat organizational structure, the chain of command is short. (   )
13. Noise and poor lighting are examples of chemical hazards. (   )
14. Herzberg's motivators include salary and working conditions. (   )
15. A laissez-faire leader makes all decisions without consulting employees. (   )
16. Planning is a backward-looking function. (   )
17. Informal organization arises from social interactions at work. (   )
18. Decentralization means keeping all decision-making at the top level. (   )
19. Leading is the same as managing. (   )
20. Controlling helps in improving future planning. (   )

Question Three (Scenario – 4 Marks)

Read the case and answer:

At XYZ Company, the HR Director delegated authority to the Recruitment Manager to hire new staff. The Recruitment Manager passed tasks to the Recruitment Administrator. Meanwhile, the Finance Director supervised both the Cashier and Credit Controller.

1. Who delegated authority to the Recruitment Manager? _____
2. Who is responsible for hiring tasks? _____
3. Who supervises the Cashier? _____

4. What concept does this scenario illustrate? _____

Question Four: Match the department with its function (8 marks)

Match each department to its main role:

Department	Function
HR	a) Sells goods and handles advertising
Accounting	b) Buys goods from suppliers
Sales	c) Recruits and trains employees
Purchase	d) Manages payments and banking

Match each Office Function to correct match from List B:

List A	List B
1. Arranging Information	( ) The office supplies the collected, recorded & processed information
2. Receiving Information	( ) Supplying information in the form which best serves the purpose of the management
3. Recording Information	( ) Making information readily available to the management, whenever required
4. Giving Information	( ) Information may be received from internal sources or external sources

Question Five: Short Answer (2 marks)

List **two** responsibilities of an employer towards employees.

1. …………………………………………………………………………………………
2. ……………………………………………………………………………………….

Question Six: Classification (8 marks)

Read the following sentences and classify whether it is an open-plan office / closed office / virtual office.

1. (   ) Difficult for managers to supervise employees.

2. (   ) The type of office layout that increases the rate of distractions.
3. (   ) Allow the employees to work from anywhere using a computer with internet access, telephone etc.
4. (   ) Communication is quicker.
5. (   ) Relies upon the internet for document exchange and video conferencing to conduct meetings and to keep in touch.
6. (   ) Unforeseen technical issues.
7. (   ) More expensive to build and maintain.
8. (   ) Lack of privacy.

Question Seven: Choose the right quality that describes the sentences below: (5 marks)

1. .... Dressing smartly and appropriately.
2. .... Keeping the information of the company away from outsiders.
3. .... Performing the tasks in teams.
4. .... Coming on time and leaving on time.
5. .... Questioning, analyzing, interpreting and developing a logical solution about a problem.

Question Eight: Read the case study below and answer the following questions: (7 marks)

On Monday morning, 2nd of September 2024, the receptionist Miss Noora, aged 28, was completing some tasks since there were no visitors to deal with. She was busy cutting some papers using the paper cutter machine. Unfortunately, while cutting the papers, she was injured. Her finger was cut off unintentionally and the blood began to flow. Noora screamed out in pain. The clerk, Mrs Layla Abdulla, heard her screaming while carrying files to the manager's office. She ran to her and saw her in serious condition, with her finger bleeding heavily. She managed to provide first aid by applying a bandage to the wound. Later, Noora was taken to the Salmaniya Medical Complex for further treatment and was given one day off.

Note: Mr Fahad Khaled was the safety officer who prepared the accident report.

Questions:

1. Name of the injured person: ....
2. When did the accident happen: ....
3. How did the accident occur? ....
4. What first aid was given? ....
5. Was the injured person taken to the hospital? If yes, mention the name of the hospital...
6. What is the position of the witness? ....
7. Who prepared the accident report? ....

Wear Safety Glasses	Fire Extinguisher	Biological Waste	Fire Exit
Wear Gas Mask	First Aid Kit	Wear Hard Hat	Hazardous area Hazardous Area
Access for Wheel Chair	Heavy Vehicle Traffic	Lift Weigh Properly	No Mobile Phones
No Open Flames	No Smoking	Radiation Area	Wear Safety Boots
Caution Wet Floor	High Voltage Area	Wear Safety Gloves	

Question Nine: Use the safety signs that best describe the sentences below: (6 marks)

1. If there is a fire, you should see the sign: (   )

2. Mariam needs to make a phone call: (   )

3. Salem is a mechanic and is involved in automotive repair: (   )

4. Rawan accompanied her sister who needs an X-ray to be done, taking into consideration that she is pregnant: (   )

5. Ahmed sustained scrapes in his left arm while performing his job, he should look for: (   )

6. The cleaner completed sweeping the floor, therefore he should keep: (   )

Chapter Evaluation

Q.1: State whether the following sentences are true or false:

1. Critical thinking involves looking at a problem, reviewing different (   )
perspectives and developing a logical solution.

2. Hierarchy is the number of levels in an organizational structure. (   )

3. Noise, humidity and ventilation are examples of chemical hazards. (   )

4. Motivation is the desire to achieve a goal. (   )

5. Public relation department is responsible for searching and recruitment of (   )
employees.

6. Respect, recognition for a job done, and status are examples of social needs. (   )

7. If safety is not maintained in the workplace employees will be less loyal and (   )
less productive.

8. A span of control can be described as "wide" only depending on how many (   )
subordinates a person is responsible for.

Q.2: Choose the correct answer:

1- The number of subordinates reporting to each supervisor/manager:

a- Delegation

b- Span of control

c- Hierarchy

d- Chain of command

2- Keeping the records such as the organizational information away from outsiders is:

a- Punctuality

b- Dedication

c- Confidentiality

d- Appropriate Appearance

3- The type of office which consists of small rooms each with desks and workspace for
one or two members of staff:

a- Open-plan office

b- Closed office

c- Virtual office

d- Cubicle office

4- Is considered as a proof of an accident happening at work during the business hours:

a- Progress report

c- Accident report form

b- Periodic report

d- Risk assessment report

5- Keeping stocks of goods, arranging for goods, transporting goods and keeping a record of the stocks is the function of:

a- Warehousing department

c- Purchase department

b- Sales department

d- Accounting department

Q.3: Place a tick (✓) in the table below stating whether the following obligations are related to the employer or employee:

	Obligation	Employer	Employee
1-	Provide a clean and safe working place.		
2-	Give minimum number of holidays/ vacations.		
3-	Take care of the employer's property.		
4-	Give details of the rights of the employees.		
5-	Be competent.		

Q.4: Answer the following questions:

1- If you are asked to choose between the office layouts to work at, which one will you choose? Why?

2- Write any two of the hazards that could be found in the workplace.

3- Mention any three benefits of having well-motivated employees.

4-List any three functions of an office.

5-How does span of control relate to the size of the business?

**Q.5: Compare between an open-plan and closed office based on the following:**

Basis	Open plan office	Closed office
Privacy		
Noise		
Communication		

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Q.6: Read the following scenario and answer the following:

Orange Ltd is a family owned business. Mr Hamad started it 20 years ago. The business owns several orange groves. It produces oranges for eating and for making juice. The orange groves are in the area of the country famous for producing high-quality oranges.

Using the Scenario above and the organization chart for the operations department of Orange Ltd below, answer the questions that follow:
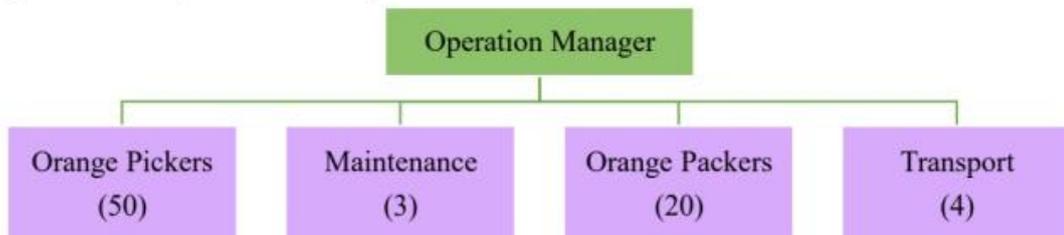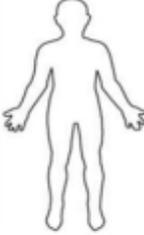

Note: numbers in the brackets shows how many employees there are in each department.

1- Look up and note the definitions of:
a- Span of control
b- Chain of command
c- Delegation

2- What is the span of control of the operation manager?

3- What is the length of the chain of command of the Managing Director to the orange pickers?

4- In your opinion, what is the benefit of delegating tasks from the Managing Director to the Operations Manager?

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Q.7: Complete the Accident Report Form using the information given below:

On Sunday, 16th April 2024 at 12:45 p.m. Mr. Isa Ali (Mail Room Clerk), was trying to move a personal computer to his office but he slipped down in the corridor leading to Sales Department. The computer fell down on his left foot. His colleagues Mr. Rashid Salah and Mr. Faisal Ahmed brought a wheel chair to help and they took him to First Aid Room. First aid treatment was given to Mr. Isa by applying some ice packs on his foot. Later, Mr. Isa was taken to Salmaniya Medical Complex, and the doctor gave him voltaren injection to ease the pain, and three days sick leave.

Note: Mrs. Sara Hamad is the Safety Officer, who wrote the report after two days of the accident.

Accident Report Form	
1- Details of Injured Person	
Name of the injured: ……………………	Date of Birth: 27/3/1991
Position: ………………………………...	Address: Villa: 1 Road 22, Manama 11
Phone no: 1715555	
2- Details of the Accident	
Date of Accident: ……………………..	Time of Accident: …………………………
Place of Accident: ……………………	
Briefly describe what happened: …………………………………………… …………………………………………… …………………………………………… ……………………………………………	Please mark the area(s) of injury on the figure below:
Was First Aid given? If yes, give brief details. ……………………………………………………………………………………………	
Was the injured person taken to hospital? If yes where? ……………………………………………………………………………………………	
3- Details of the Witnesses	
Name: …………………………….. Name: ……………………………..	
4- Employers Use Only:	
Reported by: ……………………………	Date of Report: ……………………………
Position: ……………………………..	

CHAPTER 2: The Role of Management

Question Four (Definitions – 8 Marks)

Function	Definition
Planning	
Organizing	
Leading	
Controlling	

Question Five (Multiple Choice – 12 Marks)

1. The function of management that involves setting objectives is:
   A- Organizing
   B- Planning
   C- Leading
   D- Controlling

2. Motivating employees is part of:
   A- Planning
   B- Leading
   C- Controlling
   D- Organizing

3. Comparing performance with standards is:
   A- Planning
   B- Controlling
   C- Leading
   D- Organizing

4. Assigning tasks and responsibilities is:
   A- Organizing
   B- Planning
   C- Leading
   D- Controlling

5. Short-term decisions are usually made by:
   A- Top management
   B- Middle management
   C- Lower management
   D- None of the above

6. Carrying out decisions made by top management is the role of:
   A- CEO

B- Middle management

C- General Manager

D- Lower management

7. The ability to manage multiple duties at once is:

A- Reliability

B- Multitasking

C- Loyalty

D- Tactfulness

8. Which function of management involves setting objectives and deciding how to achieve them?

a) Organizing

b) Planning

c) Leading

d) Controlling

9. Passing authority down to a subordinate is known as:

a) Centralization

b) Delegation

c) Span of control

d) Departmentalization

10. A leader who involves employees in decision-making is called:

a) Autocratic

b) Democratic

c) Laissez-faire

d) Authoritative

11. The first step in the controlling process is:

a) Measuring performance

b) Setting standards

c) Taking corrective action

d) Analyzing deviations

12. Which of the following is a limitation of planning?

a) Reduces uncertainty

b) Increases creativity

c) Leads to rigidity

d) Saves time

Chapter Evaluation

Q.1: State whether the following sentences are true or false:

1. Authority in formal organizations arises out of personal qualities. (   )

2. Controlling measures the progress and bring out the deviations. (   )

3. Everything, which goes to increase the importance of a subordinate's role, (   )
is centralization.

4. Planning is where we decide in advance what and how to do. (   )

5. Standards are set in both quantitative and qualitative terms. (   )

6. Controlling is a goal-oriented function. (   )

7. Leading is the function of management that establishes authority and (   )
responsibility relations.

8. The first and foremost step of planning process is implementing the plan. (   )

Q.2: Choose the correct answer:

1- The style of leadership in which the superior encourages participation of
subordinated:

a- Autocratic leader   c- Laissez-faire leader

b- Democratic leader   d- Authoritarian leader

2- Which of the following is not included in the controlling process:

a- Setting performance standard   c- Doing work of financial management

b- Measurement of actual performance   d- Analyzing deviation

3- Which of the following is false with respect to planning:

a- Planning provides direction   c- Planning facilitates decision making

b- Planning reduces wasteful activities   d- Planning increase the risk of uncertainty

4- Controlling is the function which brings back the management cycle to:

a- Planning

c- Leading

b- Organizing

d- Staffing

5- Obedience of order and discipline are found in:

a- Autocratic leader

c- Laissez-faire leader

b- Democratic leader

d- Paternalistic leader

6- A network of social relationship that arises spontaneously at work is called:

a- Formal organization

c- Delegation

b- Informal organization

d- Decentralization

Q.3: Distinguish between centralization and decentralization.

Centralization	Decentralization

Q.4: Answer the following questions:

1- List the steps taken by management in the planning process.

2- When is corrective action required in controlling?

3- Explain briefly the styles of leadership.

4- Define the term "Delegation".

5- Mention any three features of planning.

6- Explain the meaning of Departmentalization as the second in the process of organizing.

Q.5: Compare between Formal and Informal organization based on the following:

Basis	Formal Organization	Informal Organization
Authority		
Flow of Communication		

Q.6: Read the case study below and answer the following question:

Shaikha, a young entrepreneur, has just opened a small cafe in her town. She has a passion for baking and wants to offer a cozy spot for customers to relax while enjoying freshly brewed coffee and baked goods. As she runs the cafe, she will need to apply the four fundamental functions of management to ensure the success and smooth operation of the business. Her objectives are as follows:

❖ Planning Objective: Shaikha needs to identify the cafe's goals, define strategies to achieve them, and determine the resources required.

❖ Organizing Objective: Shaikha organizes resources, assigns tasks, and sets up structures to achieve her planned goals.

❖ Leading Objective: Shaikha motivates, communicates, and provides leadership to her team to achieve the cafe's goals.

❖ Controlling Objective: Shaikha monitors performance, evaluates progress, and takes corrective actions when necessary.

• By effectively applying the four functions of management, identify what Shaikha can do under each single objective.

Q.7: Read the case study below and answer the following question:

XYZ Corporation is a mid-sized company that manufactures electronics. The company has seen steady growth over the past few years, but recent internal challenges, such as inefficiency in production, lack of proper communication between departments, and low employee morale, have started to influence its overall performance. The CEO, Mr. Isa Khaled, has decided to focus on improving the management practices of the company to overcome these challenges and continue on a growth trajectory.

To address these issues, Mr. Isa Khaled decided to employ the four core functions of management: Planning, Organizing, Leading, and Controlling. A team was put together to evaluate and implement solutions based on these functions and the steps that took place at each function are:

Planning: The first step was to create a clear and actionable plan to resolve the existing challenges. The management team conducted meetings with department heads and

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employees to assess their concerns and gather input. They also analyzed past production data to identify inefficiencies. The team developed a strategic plan to improve production efficiency by 15% over the next six months. This included upgrading equipment, training employees, and introducing lean manufacturing techniques. Additionally, a new communication system was designed to improve inter-departmental coordination..

Organizing: Once the plan was in place, it was time to organize the resources necessary to implement it. The team needed to assign responsibilities, allocate resources, and determine the timeline for each task. Mr. Isa Khaled appointed project managers to oversee the different aspects of the plan. He allocated financial resources for the new equipment and training programs. The HR department was tasked with handling employee training and recruitment if necessary. Furthermore, a clear organizational structure was established to define reporting lines, ensuring better accountability and smoother operations.

Leading: Mr. Isa held company-wide meetings to explain the changes and their benefits, making sure to listen to employee concerns and feedback. Additionally, department managers were trained in leadership skills to motivate their teams and manage conflict effectively. Leaders were encouraged to recognize employees' hard work through rewards and recognition programs.

Controlling: The controlling function involves monitoring the progress of the plan and ensuring that the objectives are being met. This stage includes evaluating performance, comparing it against the established goals, and making adjustments where necessary. Monthly performance reviews were set up to assess the progress toward the 15% production improvement goal. Regular meetings were held between department heads to review progress and make adjustments.

- What were the key functions of management used by XYZ Corporation to improve its operations?
- How did the Planning function help XYZ Corporation address its challenges?
- What role did leadership play in the implementation of the plan?

CHAPTER 3: Technology Tools and Software

Question One (True/False – 10 Marks)

1. Artificial Intelligence can enhance company image. (   )
2. Office software includes word processors, spreadsheets, and databases. (   )
3. Ethical use of technology is not important in office management. (   )
4. Technology reduces efficiency in office work. (   )
5. Internet searching is a tool for receiving information. (   )
6. AI can automate repetitive office tasks. (   )
7. Using cloud storage is an example of arranging information. (   )
8. Technological ethics involve data privacy and security. (   )
9. Modern offices do not rely on digital tools. (   )
10. Software applications are irrelevant to office management. (   )

Question Two (Scenario – 6 Marks)

Read the case and answer:

At Innovators Tech Inc., employees work remotely using Zoom for meetings and cloud storage for documents. The Project Manager coordinates tasks, while the Designer shares files via Google Drive. The Marketing Specialist uses AI tools to analyze customer data.

1. What type of office is this? _____
2. Which tool is used for virtual meetings? _____
3. Which tool is used for file sharing? _____
4. Which technology is used for customer analysis? _____
5. Mention one advantage of this office type. _____
6. Mention one disadvantage of this office type. _____

Question Three (Arrange – 5 Marks)

Arrange the steps of implementing new software by placing the numbers from (1–5):

Steps	Arrangement
Monitor & evaluate software adoption	
Maintain & update when needed	
Set goals and plans	
Train employees	
Set up new software	

Chapter Evaluation

Q.1: State whether the following sentences are true or false:

1. Ethics is the set of principles or rules that guide people to make decisions ( ) about what is right and wrong, and how they should behave.

2. Training employees is the first step in adopting new software's in the ( ) workplace.

3. Cost of implementation is one of the advantages of office technology. ( )

4. A.I cannot analyze big amounts of data fast and help make smart decisions. ( )

5. Technological ethics is essential for guiding responsible and ethical use of ( ) technology, protecting individuals' rights etc…

6. Office software is computer programs used in offices to do different tasks ( ) such as writing documents, making spreadsheets, creating presentations, managing emails and more.

7. Businesses that use the latest technology often have a competitive edge, as ( ) they can operate more efficiently and offer better products or services.

Q.2: Choose the correct answer:

1- When adopting and implementing new technologies and software some challenges and issues may arise such as:

a- Cost

b- Security

c- Work flow changes

d- All of the above

2- The type of office software, which includes antivirus programs and firewalls, protects office systems from cyber threats:

a- Productivity software

b- Communication software

c- Cyber security software

d- Information management software

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3- Refers to the science and engineering of making intelligent machines:

a- Cyber security

c- Software

b- Artificial intelligence

d- Affiliate marketing

4- It includes all the tools, machines, and furniture used in an office to help with work. This includes computers, printers, desks, chairs, and filing cabinets:

a- Office equipment

c- Office technology

b- Office Software

d- Technological ethics

5- The last step in adopting new software's in the workplace is:

a- Set goals and plans

c- Monitor & evaluate software adoption

b- Set up new software

d- Maintain and update when needed

Q.3: Mention any three of the advantages and disadvantages of A.I in the office.

Advantages	Disadvantages

Q.4: Answer the following questions:

1- List the ways in which managers can handle ethical issues in the office.

2- Explain how A.I is used in modern office space in terms of Automation – Communication.

3- List some of the ethical issues related to the use of technology in the office.

4- Explain briefly the types of office software used in various workplaces: Productivity software – Communication software.

5- Mention the reasons why office technology is extremely important in the workplace.

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Q.5: Group Activity: Case study on the types of software:

Smart Inc. is a consulting firm that provides expert business advice to small and medium-sized companies. The company uses various types of office software to streamline its daily operations. The team is divided into marketing, sales and HR and each department uses different tools depending on the task at hand.

Divide the students into 3 groups based on the following departments:

Group 1: Marketing Team

- Task 1: Preparing a Marketing Proposal

  The marketing team needs to prepare a proposal for a new client. The proposal includes an introduction, market research findings, marketing strategies, and a budget estimate using Microsoft Word (or Google Docs).

- Task 2: Presenting the Proposal to Clients

  The marketing team now needs to create a presentation to present the proposal to the client. This includes slides on the marketing strategy, budget details, and the overall plan. They can use Microsoft PowerPoint (or Google Slides or any other digital tool).

Group 2: Sales Team

- Task 1: Creating a Sales Report

  The sales team needs to track the sales performance for the month. This includes data on the number of products sold, total revenue, and sales trends. They can use Microsoft Excel (or Google Sheets).

- Task 2: Sending a Sales Update to Clients

  The sales team needs to send monthly sales updates to clients. The update includes the latest offers, product availability, and any upcoming promotions. They can use Microsoft Outlook (or Gmail).

Group 3: HR Team

- Task 1: Managing Employee Records

  The HR team needs to store and organize employee information such as personal details, job title, and payroll data. They can use Microsoft Access (or Google Sheets or any other digital tool).

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- Task 2: Organizing an HR Meeting

  The HR team needs to schedule a meeting to discuss employee performance reviews and upcoming hiring plans. They can use Microsoft Outlook (or Google Calendar).

After completing their tasks, each group will present their findings and explanations. They should:

1. Explain which software they used for each task.
2. Discuss why they chose that specific software.
3. Demonstrate key features of the software that helped them complete the tasks effectively.

Q.6: Group Activity: Adopting new technology tools in education for students:

A local high school had traditionally relied on paper-based learning materials and chalkboard teaching methods. As technology rapidly advanced, the school decided to explore new digital tools to enhance students' learning experiences. The school's administration wanted to evaluate the impact of these tools on student engagement, academic performance, and overall satisfaction. However, the technology tools introduced included the following:

- **Learning Management System (LMS):** A digital platform that allows teachers to assign homework, share resources, and track students' progress.
- **Interactive Whiteboards:** Replacing traditional blackboards with digital boards that integrate with lesson content.
- **Educational Apps:** Apps that support subjects like mathematics, science, and language learning with specific features.
- **Video Conferencing Software:** To enable virtual classes and tutoring, allowing students to attend lessons remotely.

1. In your opinion, how does the technology tools influence student engagement?
2. What improvement in academic performance after the adoption of these tools might occur? In addition, what are the long-term benefits observed after the adoption of these technology tools?

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3. Suggest what new technology tools could be introduced in education to improve student learning and engagement, and how would they benefit both teachers and students?

Q.7: Group Task: Visit an office and observe the new technology tools:

Visit a modern office in the Kingdom of Bahrain and observe the new technology tools being used for improving work processes.

Instructions:

- Take notes on the technologies used in the office.
- Observe how these technologies are making work easier and more efficient.
- Answer the following questions after your visit.
1. What new technology tools are being used in the office?
2. How are these tools making the work environment more sustainable or eco-friendly?
3. How do employees feel about using these technologies in their daily work routine?
4. Write a short paragraph about how the introduction and adoption of new technologies and Artificial Intelligence tools in the office can influence the future of work in the Kingdom of Bahrain.