



**NATIONAL OPEN UNIVERSITY OF NIGERIA
91, CADASTRAL ZONE, UNIVERSITY VILLAGE, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
2019_2 EXAMINATION**

COURSE CODE: BUS 322

CREDIT UNIT: 3

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

TIME ALLOWED: 2 ½ HOURS

Instruction: 1. Attempt question number one (1) and any other three (3)

- 2. Question number one (1) is compulsory and attracts 25 marks, while any other three questions attract 15 marks each**
- 3. Present your answers in a clearly and orderly manner**

Question 1

- a. Managers in Nigeria, Russia and United Kingdom among other countries perform the same functions of management. Discuss this universality of management functions.
15 marks
- b. Explain the four(4) effects of culture on organizations as proposed by Hofstede.
10 marks

Question 2

Discuss the five (5) outcomes of handling conflict based on the matrix of Assertion and Cooperation as conflict handling behaviours. **15 marks**

Question 3

Management should see resistance to change as something to be managed. Describe with examples five (5) ways through which management can respond to resistance to change?

15 marks (3 marks each for 5 discussed points)

Question 4

Groups are pertinent to organizational performance. List and explain in detail, the stages in group formation towards achieving high performance.

15 marks

Question 5

- a. List five (5) content motivational theories and their proponents. **5 marks**
- b. Discuss Herzberg et al's two- factor theory of motivation. **10 marks**

Question 6

Write short notes on:

- a. Equity theory of Motivation **5 marks**
- b. Two organizational behavior problems **5 marks**
- c. Project organization **5 marks**