



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja**  
**FACULTY OF MANAGEMENT SCIENCES**  
**2019\_2 EXAMINATION**

**COURSE CODE: BUS 424**

**COURSE TITLE: ORGANIZATIONAL THEORY**

**CREDIT UNIT: 2**

**INSTRUCTIONS:**

- 1. Indicate your Matriculation Number clearly**
- 2. Attempt Question 1 and any other two (2) questions**
- 3. Question 1 is compulsory and carries 30 marks while the other 2 questions carry 20marks each**
- 4. Present all your points in coherent and orderly manner**

**TIME ALLOWED: 2 Hours**

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|--|-----------|
| 1a) What are the Causes of Resistance to Organizational Change?.       | 15Marks   |
| 1b) Discuss the Tools and Strategies of Conflict Management?.          | 15Marks   |
| 2a) Itemize the Characteristics of Mechanistic Organization System?.   | 10Marks   |
| 2b) Explain the Implications and Contributions of Contingency Theory?. | 10Marks   |
| 3a) Analyze the Main Characteristics or Properties of Open Systems?.   | 10Marks.  |
| 3b) Explain the falls of human resources approach?.                    | 10Marks   |
| 4a) Discuss the common characteristics of organization?.               | 10Marks   |
| 4b) Explain the Functions of Management and Organisation Theory?.      | 10Marks   |
| 5) Explain the 14 principles of Organisation?.                         | 20(Marks) |