



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

COURSE CODE: BUS831

CREDIT UNIT: 3

COURSE TITLE: ORGANIZATIONAL THEORY AND BEHAVIOUR

TIME ALLOWED: 2½ Hours

INSTRUCTION: 1. Indicate your Matriculation Number clearly

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

3. Question number one (1) is compulsory and attracts 25 marks, while any other three questions attract 15 marks each

3. Present all your points in coherent and orderly manner

1a. A restaurant, cybercafé, supermarket all have the fundamental features that inarguably qualifies them to be referred to as organizations. What are these features? (3marks)

1b Enumerate the dominant models or the underlying assumptions of the Classical Organization theory (11 marks)

1c. What is the study of Organizational behaviour all about? (11 marks)

2. Discuss how the following human attributes predict behaviour in the work place; (i) Core Self-Evaluation; (ii) Machiavellianism; (iii) Self-Monitoring; (iv) Risk Taking; (v) Proactive Personality

(15marks)

3a. Explain the factors that influence how individuals organize and interpret their sensory impressions in order to give meaning to their environment.(6marks)

3b. Discuss how distinctiveness, consensus, and consistency of a person's behaviour is due to internal or external attribution (9marks)

4a What do groups or organizations stand to benefit from communication?(6marks)

4b. Discuss the barriers to effective communication.(9marks)

5a. A work team is a group constituted to accomplish specified objectives or goals. Identify and discuss the different types of work teams that are obtainable in an organization (12marks)

5b. Fiedler contingency model proposes that effective group or work team performance is a function of leadership style-situation fit. How then can you define the situation? (3marks)

6. What are those informal activities or behaviours that you exhibit in your place of work that can be translated to as one who is deeply involved in organizational politics? (3marks)

6b. Impression management refers to the process by which individuals seek to control the impression others form about them. Discuss the different ways individuals can consciously influence the impression others form about them. (12marks)