



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja
FACULTY OF MANAGEMENT SCIENCES
2020_1 EXAMINATION

COURSE CODE: MBA831

COURSE TITLE: Organization Behaviour and Theory

CREDIT UNIT: 3

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt question one (1) and any other three (3) questions; four questions in all

3. Question one (1) is compulsory and carries 25 marks, while the other questions carry 15 marks each.

4. Present all your points in a coherent and orderly Manner

TIME ALLOWED: 2½ Hours

- 1.(a) What do you understand by the word “ Organization”? **(3marks)**
- (b) Mention and explain the two distinguished and classified organization types and their features. **(15marks)**
- (c) Henri Fayol is today named as a father of management because of his 14 principles on management he formulated. What are these principles? **(½marks each = 7marks)**

2. (a) What do you understand by an organization structure? **(3marks)**
- (b) Mention and explain the two concepts of an organization? **(12 marks)**

3. (a) What is job design? **(5marks)**
- (b) State how Job design issue can be tackled in an organization. **(1marks on each point = 5marks)**
- (c) What are the implications of job enrichment? **(1mark on each point =5marks)**

4. List and explain the four categories of work group. **(15marks)**

5. People’s attitudes to work are generally influenced by cultural factors and value laden practices and attitudes. Discuss these factors, practices and attitudes. **(15marks)**

- 6.(a)(i) What is bureaucracy?
- (ii) Who is the father of bureaucracy?
- (b) What are the characteristics of bureaucracy? **15marks**