



NATIONAL OPEN UNIVERSITY OF NIGERIA

91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja

FACULTY OF MANAGEMENT SCIENCES

2020_2 EXAMINATION

Course Code: Bus 727

Course Title: Organizational Behaviour

Time Allowed: 2 Hours

Credit Unit: 2

Instruction:

- (i) Attempt question number one (1) and other two (2)
- (ii) Question number one (1) is compulsory and attracts 30marks while any other two questions attracts 20 marks each
- (iii) Present your answers and points in a clear, coherent and orderly manner.

Question One

- 1(a) The nature of technology can influence the behavior of people in work organizations in many ways. Discuss five major ways by which technology can influence the behavior of people in work organizations (20 Marks)
- (b) Identify the five main interrelated subsystems as a basis for the analysis of work organizations (10 Marks)

Question Two

- 2 (a) Why do people say that ‘Attitudes’ are learned?
- (b) For an individual to learn from observing a model, four processes must take place. What are these processes? (20 Marks)

Question Three

- 3 (a) Critically examine the three interrelated but often conflicting psycho analytic concepts of the ID, the Ego, and the Super ego
- (b) Discuss the flaws of the Freudian model (20 Marks)

Question Four

- 4 (a) Explain the three main issues involved in the organizational perspective of organizational behavior.
- (b) Mention five measures that organizational behavior suggests at group level intervention (20 Marks)

Question Five

- 5. “The nature of the informal organization becomes more distinct when its key characteristics are juxtaposed with those of the formal organization”. Elaborate on this statement by highlighting the distinctions between the formal and informal organisations. (20 Marks)