



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2021_2 EXAMINATION⁴⁵⁶⁷⁸

Course Code: BUS727

Course Title: ORGANISATIONAL BEHAVIOUR

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

1a. How is study of organisational behaviour beneficial for making an organisation effective?

10Mks

1b. How has study of organisational behaviour integrated concepts from various fields of knowledge?

18Mks

1c. How best do you explain the term “diversity”?

2Mks

2a. Describe behavior and quality at work?

10Mks

2b. Enumerate and discuss the potential disadvantages and problems of informal groups?

10Mks

3a. Mention and briefly explain the four personality theories?

12Mks

3b. List and explain the three types of authority and control?

8Mks

4. Enumerate and discuss briefly sources of conflict arising from organizational structure?

20Mks