



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja
FACULTY OF MANAGEMENT SCIENCES
2022_1 EXAMINATION

COURSE CODE: BUS 322

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

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

- 1a. Explain the concept of Management and its major dimensions (10marks)
- 1b. List and explain the core management functions (10marks)
- 1c. List and explain any five of Henry Fayol's principles for organizational. (5marks)
- 2a. Explain the concept of role and the difference between role conflict and ambiguities (8marks)
- 2b. List and explain the major causes of change on organisation change (7marks)
- 3a. Explain five ways on how manage resistance to change (5marks)
- 3b. List and explain the five bases of power in an organisation (10marks)
- 4a. Define perception and the Principles of Perceptual Selectivity (5marks)
- 4b. Explain these perception principles: i. Intensity ii. Size iii Contrast. Iv. Repetition v. Motion. (10marks)
- 5a. Define work Group and explain its characterises (9marks)
- 5b. Discuss the principal barriers to communications (6marks)