



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, NnamdiAzikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2022\_1 EXAMINATION**

**Course Code: BUS804**

**Course Title: Strategy and Structure**

**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 30marks while the other 2 questions carry 20marks each**
  - 4. Present all your points in coherent and orderly manner**

**Time Allowed: 2 Hours**

**Question One**

- a) The important tool used in managing, sustaining an organization is vision. Vision is a mental picture of preferred future with passion to work it out. Define the term vision statement. **15marks**
- b) Canary 2011 has identifies 5 types of upward and 5 general purpose of downward communication. Briefly state each of them. **15 Marks**

**Question Two**

- a) State the form of communication found in an organization
- b) Explain the likely problems that may occur if an organization lacks coordination. **20 Marks**

**Question Three**

- a) Gerry Johnson 1988 described a cultural web. Identify a number of elements that can be used to describe organizational culture and give 5 factors of organizational culture.
- (b)With precision and clarity, explain the 4 types of culture **20 Marks**

**Question Four**

- a) Authors identify some common reasons for individual resistance to change within organizations. Mention 5 of these individual resistances.
- b) State 5 methods of improving the effectiveness of upward communication in a school organization **20 Marks**