



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, NnamdiAzikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2022_2 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**