



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2023_1 EXAMINATION

Course Code: BUS 424

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). What are the functions of theory in the analysis of organisations? 6Mks
- b) What are the principal characteristics of classical-mechanistic organisations? 12Mks
- c). Discuss Some criticisms against the human resources approach? 12 Mks
- 2a . Explain what you understand by authority and power. How are they different? 20 Mks
3. List and discuss five causes of conflict among people in organisations?
20Mks
- 4a) what do you understand by organizational change? 5MKs
- b) Discuss the objectives of and the approaches to organisational change? 15
Mks
5. Discuss in details the Maslow's Hierarchy of Needs and its significance? 20 ks