



NATIONAL OPEN UNIVERSITY OF NIGERIA
SCHOOL OF AGRICULTURAL SCIENCES
SEMESTER EXAMINATION
2023_1 POP EXAMINATION

PROGRAMME: HOTEL AND CATERING MANAGEMENT

Course Title:Management and Organizational Behaviour

Course Code: HCM 433

Credit Unit:2

TOTAL SCORE: 70 Marks

TIME ALLOWED: 2 HOURS

INSTRUCTION: Attempt any three questions

- 1a. 'Communication is essential for the internal functioning of enterprises because it integrates the managerial functions' Defend this statement. with at least seven points. **7mks**
- b. Explain briefly the principal barriers to effective communication that pose problems to managers. **16mks**

- 2a. In order or hierarchy of importance, list and explain the five basic needs of man according to Abraham Maslow. **10mks**
- b. Write briefly On: i. **Job Enrichment** and ii. **Job Enlargement. 10mks**
- c. Explain the meaning of organisational structure . **3mks**

- 3a. According to Parsons (1980), organisations are structured in layers/levels . Explain these levels. **9mks**,
- b. Explain the various ways which work can be divided, and activities linked together in organisations. **14mks**

- 4a. Discuss the effect of technology on the behavior of people and General Climate of Organisation. **10mks**
- b. Identify seven potential sources of conflict arising from organizational structure, **14mk**

- 5 a. What do you understand by change? **4mks**
- b. Discuss how Change can impact on Employees and the Organisation. **5mks**
- c. Highlight and comment on three ways of introducing Change. **6mks**
- d. What are the different approaches to reducing resistance to change in an organisation. **8mks**