



NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2024 1 EXAMINATION

Course Code: BUS727

Course Title: ORGANIZATIONAL BEHAVIOUR

Time Allowed: 2Hrs

No of Units: 2Units

Instruction: Attempt question ONE and any two (2) questions of your choice. Question 1 carries 30 Mark while others carry 20 Marks.

- 1a. Describe the individual perspective, group perspective, organizational perspective, and integrative perspective of organizational behavior. **10mks**
- b. List and describe each of Boulding's nine levels typology. **10mks**
- c. Describe "SMART" in terms of goal-setting. **10mks**
- 2a. Examine critically the three basic kinds of goals for technical system management as described by Morten Lind and J. Rasmussen **10mks**
- b. What is Diversity? ii. What you mean by term 'total quality management? **10mks**
- 4a. Examine the three organizational behavior characteristics that influence resistance to change in each subsystem. **12mk**
- b. What drawbacks do Informal Groups have? **8mks**
- 5a. What are the several ways that an organization's operations can be set up? **10mk**
- 5b.** What are the appropriate tactics used to resolve disputes resulting from workplace organization? **10mks**