



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja
DEPARTMENT OF BUSINESS ADMINISTRATION
FACULTY OF MANAGEMENT SCIENCES
2024 1 EXAMINATION

Course Code: BUS831

Course Title: Organizational Behaviour

Time Allowed: 2 hours Credit Unit: 2

Instruction: Attempt question **ONE (30 marks)** and any two (2) questions **20 marks** of your choice

Question 1

- (a) Use the following features of organization to **analyze restaurant and family as examples of organizations (10 marks)**
- (i) It is composed of two or more persons
 - (ii) It is aimed at achieving a common goal or set of goals
- (b) Neo-classical organization theorists argued that organizations did not, and cannot exist independent of their environment. Comment on this assumption. **(10 marks)**
- (c) Analyze how **The Perceiver, Target and Context** influence perception **(10 marks)**

Question 2

- (a) Outline the six steps of decision making process as contained in the Rational Decision-Making Model **(8 marks)**
- (b) Discuss any three (3) among the six steps involved in the decision making process as contained in the Rational Decision-Making Model **(12 marks)**

Question 3

- (a) Analyze the relationship between job satisfaction and the following variables:
- i. Absenteeism
 - ii. Customer Satisfaction
 - iii. Employee Turnover
 - iv. Job Performance **(15 marks)**
- (b) Bring out five (5) differences between **EMOTION** and **MOOD (5 marks)**

Question 4

- (a) Review theory X and theory Y propounded by Douglas McGregor. Point out how both can be applied to maximize employee's job satisfaction **(15 marks)**
- (b) Explain Cohesiveness and highlight any three (3) ways it can be promoted in a group **(5 marks)**