



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2020\_1 EXAMINATION**

**Course Code: BUS727**

**Course Title: Organizational 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**

1. Distinguish between external and internal environment components of an organization?  
**30 marks**
2. Explain why the study of Organizational Behaviour is said to be beneficial. The study of organizational behaviour is said to build certain managerial skills. List any ten of these skills.  
**20marks**
3. Explain the following theories of personality (i) Humanistic theory (ii) Trait theory and (iii) Psychodynamic theory  
**20marks**
4. Discuss how organizations can ensure the growth of their employees in a highly competitive global business economy?  
**20marks**
5. Organizations may be perceived in terms of interrelated levels in a hierarchical structure. Identify and discuss these levels.  
**20marks**