



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**91, CADASTRAL ZONE, UNIVERSITY VILLAGE, JABI, ABUJA**  
**FACULTY OF MANAGEMENT SCIENCES**  
**2020\_1 EXAMINATION**

**COURSE CODE: ENT306** **COURSE UNIT: 2**  
**COURSE TITLE: MEASURING ORGANIZATIONAL SUCCESS**  
**TIME ALLOWED: 2 HOURS**

**Instructions:** **1. Attempt question number One (1) and any other two (2).**  
**2. Question number 1 is Compulsory and carries 30 marks, While the other questions carry 20 marks each.**  
**3. Present all your points in coherent and orderly manner**

1.
  - a. Define organizational development
  - b. Explain the concept of Organizational Performance
  - c. Elucidate on the term Organization Performance Measurement
  - d. List the overlays model and explain any three
  - e. State four attributes out of Weber's ideal-type Bureaucracy.

**[Compulsory, 30 marks]**
2.
  - a. Examine the term "Motivation"
  - b. Distinguish between Morale and motivation
  - c. Highlight five and explain four attitude of demotivated personnel

**[20 marks]**
3. Explain briefly the following concept;
  - a. Workplace conflict
  - b. Win-Win (Collaborating)
  - c. Social systems
  - d. Scalar chain

**[20 marks]**
4. With the aid of diagram explain organizational lifecycles  

**[20 marks]**
5.
  - a. Examine the concept of counterproductive human behaviors.
  - b. Highlight four productive and four counterproductive behaviors

**[20 marks]**