



NATIONAL OPEN UNIVERSITY OF NIGERIA
University Village, Nnamdi Azikwe Express Way, Jabi, Abuja
Faculty of Agricultural Sciences
2020_1 Examination

Programme: Hotel and Catering Management

Course Code: HCM 433

Course Title: Management & Organisational Behaviour Credit Unit: 2

Total Score: 70 Marks

Time Allowed: 2 Hours

Instructions: Attempt four (4) questions. Question 1 carries 25 marks, while others 15 marks each

- 1a. What are the common features of a formal organization? 10 marks
- b. Discuss the principles of organization as formulated by Henri Fayol? 10 marks
- c. As a manager, enumerate the strategies you can use to achieve a reduction in resistance in managerial change 5 marks

- 2a. Management should not see a change as something to overcome. How best should management respond to resistance of change? 5mks
- b. Explain the concept 'power' 5 marks
- c. Distinguish between leadership and power 5mks

3. There are many bases of power identified as potential means of successfully influencing the behaviour of others. Enumerate and discuss any five of these bases.15mks

4. There are a number of popular views as to the meaning of management. Discuss management as a profession, people, discipline, art or science and a process.15mks

- 5a. Distinguish between job enrichment and job enlargement and give two (2) advantages and one (2) disadvantages of each. 10mks
- b. Expatiate on the phrase 'Organisations are structured in layers' as stated by Parson (1980) 5mks

- 6a. Explain the five principal types of conflict in organization. 10mks
- b. Conflict in an organization is neither good nor bad. Comment on this statement. 5mks