



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES¹²³⁴
2021_1 EXAMINATION

Course Code: BUS 831

Course Title: ORGANISATIONAL THEORY AND 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

1a. Using the Big Five Personality model, discuss the relevance of personality traits to behaviour in the workplace. **(10marks)**

1b. Describe two main bargaining strategies and explain negotiation process.
(14marks)

1c. Identify the characteristics of organisational culture and explain the role of culture in an Organisation. **(6marks)**

2a. Discuss the benefits and drawbacks of Management by Objectives. **(8marks)**

2b. Enumerate and explain six common biases and errors in decision-making.
(12marks)

3a. Graphically explain Abraham Maslow's Hierarchy of Needs Theory. **(12marks)**

3b. List and describe decision making techniques that can help mitigate the challenges to the traditional method of decision making. **(8marks)**

4a. Explain the six sources of power in an organisation and identify factors that affect the effectiveness of power tactics. **(15marks)**

4b. Discuss the challenges and opportunities that face organisational behaviour.
(5marks)