



NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI – ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2021 EXAMINATION –

COURSE CODE: MBA823

CREDIT UNIT: 3

COURSE TITLE: ORGANISATIONAL DESIGN

TIME ALLOWED: 2½HRS

INSTRUCTIONS:

- 1. Attempt Question One (1) and any other three (3) questions**
 - 2. Question 1 carries 25 marks, while the other questions carry 15 marks each.**
 - 3. Present all points in coherent and orderly manner**
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- 1a. Discuss the various approaches in developing an organizational structure. (15marks)
- 1b. Compare Lewin's three step model to managing change to Kotter's eight-step plan and identify their similarities and where they complement each other. (10marks)
- 2a. Describe two drivers of change in today's global organization. (8marks)
- 2b. Briefly discuss the following communication process
 - i. Downward communication process in organizations
 - ii. Upward communication Process in organizations
 - iii. Lateral communication. (7marks)
- 3a. Discuss contingency theory and its impacts on the organizational designs. (8marks)
- 3b. Explain the various keys to implementing successful organizational change. (7marks)
- 4a. Discuss any five (5) leadership styles and how it affects the organizational climate and performance. (8marks)
- 4b. Explain Organizational Climate. (7marks)
5. Discuss the role of coordination, control and information system in the management of an Organisation. (15marks)