



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]