



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2021\_2 EXAMINATION** 45678

**Course Code: BUS727**

**Course Title: ORGANISATIONAL 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. How is study of organisational behaviour beneficial for making an organisation effective?

**10Mks**

1b. How has study of organisational behaviour integrated concepts from various fields of knowledge?

**18Mks**

1c. How best do you explain the term “diversity”?

**2Mks**

2a. Describe behavior and quality at work?

**10Mks**

2b. Enumerate and discuss the potential disadvantages and problems of informal groups?

**10Mks**

3a. Mention and briefly explain the four personality theories?

**12Mks**

3b. List and explain the three types of authority and control?

**8Mks**

4. Enumerate and discuss briefly sources of conflict arising from organizational structure?

**20Mks**