



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

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 Lewin's three - step Model, discuss approaches to Managing Organisational Change. **(11marks)**

1b. Enumerate and discuss three contemporary theories of motivation and show how they relate to each other. **(9marks)**

1c. Define work team and discuss the four common types of work teams. **(10marks)**

2a. Identify and describe 4 common shortcuts in Person Perception **(10marks)**

2b. Define Job Satisfaction and examine the effect of Job Satisfaction on Work Variables. **(10marks)**

3a. Explain the applications of emotions and moods in organisational behaviour. **(10marks)**

3b. Discuss downsizing and the strategies organisations can use to reduce the negative effects of downsizing. **(10marks)**

4a. Identify forces of organisational change and explain how to overcome resistance to change. **(15marks)**

4b. Describe the five-stage group development model. **(5marks)**