



**NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF AGRICULTURAL SCIENCES
SEMESTER EXAMINATION
POP EXAMINATION 2021_2₀₂₄₅**

Course Title: Management and Organizational Behaviour

Course Code: HCM 433

Credit Units: 2

Answer Question 1 (25 marks) and any other 3 question (15 marks each)

- 1a. Define Management as a 'discipline'. **2mks**
 - b. How will you differentiate Administration from Management? **3mks**
 - c. Identify and explain five (5) sources of conflict in an organisation. **10mks**
 - d. Define culture. **1mks**
 - e. Enumerate and briefly discuss four (4) cultural variables according to Needle. **8mks**
- 2 a. What do you understand by change? **4mks**
 - b. Discuss how change can impact on employees and the organisation. **5mks**
 - c. Highlight and comment on three ways of introducing change. **6mks**
 - d. What are the different approaches to reducing resistance to change in an organisation. **8mks**
- 3 a. Frederick Taylor is commonly referred to as the father of scientific management movement. Summarise the Taylor's principles of management. **6mks**
 - b. Enumerate eight (8) principal barriers to communication. **8mks**
 - c. Define the concept of status and write on the various ways that status can be conferred on people by the society. **6mks**
 - d. Explain seven (7) ways work can be divided among the staff of an organisation. **7mks**
- 4a. Define the term motivation. **3mks.**
 - b. Write briefly on the following:
 - i. Equity Theory of Motivation **3mks**
 - ii. Reinforcement Theory **3mks**
 - iii. Job Enrichment **3mks**
 - iv. Job enlargement. **3mks**
 - c. i. According to Parsons (1980), organisations are structured in layers. Expatriate on this sentence. **2 mks**
 - ii. Mention and comment on the three (3) major levels of organisation. **6mks**

5a i. According to Parsons (1980), organisations are structured in layers. Expatiate on this sentence.

ii. Mention and comment on the three (3) major levels of organisation. 8mks

b. Work has to be divided among its members and different jobs related to each other within the formal

structure of an organisation, (Mullins, 2000). Explain seven (7) ways work can be divided among the

staff of an organisation. **7mks**

6a Discuss the following phrases: 10mks

i. Matrix Organisation

ii. Line and Staff Organisation

iii. Functional Organisation

iv. Project Organisation

v. Departmentalisation and specialisation

b. The nature of technology can influence the behaviour of people in work organisations in many way.

Expatiate on this sentence. 5mks