



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

COURSE CODE: MBA 831

COURSE TITLE: MANAGEMENT THEORY

CREDIT UNIT: 3

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt question one (1) and any other three (3) questions; four questions in all

3. Question one (1) is compulsory and carries 25 marks, while the other questions carry 15 marks each.

4. Present all your points in a coherent and orderly Manner

TIME ALLOWED: 2 1/2 Hours

1a. Explain the term 'culture' **(3marks)**

b. What are the features of formal organizations? **(7 marks)**

c. Why are organizations regarded as social systems? **(5 marks)**

d. Comment on the concept of "Individual Differences" **(5 marks)**

e . Do you agree that a satisfied worker will always be a motivated worker? **(5 marks)**

2. a. Explain the concept of mutual interest as related to the organization **(5 marks)**

b. b. list any five characteristics of human relations **(5 marks)**

c. write short explanatory note on the Quantitative school**(5 marks)**

3. Define job satisfaction (3marks)

b. Briefly discuss the relationship/ correlation between job satisfaction and the following

i. turnover and absenteeism(3marks)

ii. Age (3 marks)

iii. occupation (3marks)

iv. Community condition (3marks)

4. Work groups can be classified into four main categories. Discuss (15 marks)

5. a. list the main features of the administrative view point about organizational behaviour (5 marks)

b. What are the short-comings of the Classical and Neo-Classical Theories of organization, and how has the System View tried to overcome them? (10 marks)