



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16, AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
FACULTY OF MANAGEMENT SCIENCE
JANUARY, 2018 EXAMINATION QUESTIONS**

Course Code: BUS 727.

Credit Unit: 2.

Course Title: ORGANIZATIONAL BEHAVIOUR

Time Allowed: 2 Hours.

Instructions: 1. Attempt Question 1 and any other two (2) Questions.

2. Question 1 is compulsory and carries 30 marks while the other 2 Questions carry 20 marks each.

3. Present all your points in coherent and orderly manner.

QUESTION 1: COMPULSORY

- a) **Explain Organisational Behaviour? What is the scope of organisational behaviour? (10marks)**
- b) **Outline various ways in which the study of organisational Behaviour is beneficial to an enterprise. What managerial skills are gained from such study? (20marks)**

QUESTION TWO

- a) **Discuss trait theory, psychodynamic theory and humanistic theory. (10marks)**
- b) **Explain the various ways through which operations of an organisation can be organised. What are the forms of relationship in organisations? (10marks)**

QUESTION 3

- a) **Outline five characteristics each of informal and formal organisations.(10marks)**
- b) **Explain personality and its determinants? (10marks)**

QUESTION 4

- a) **Explain unconnected stakeholders and well-connected stakeholders (10marks)**
- b) **Explain how to develop cross- cultural sensitivity. (10marks)**

QUESTION 5

- a) **Define leadership. Mention and discuss four characteristics of a good Leader. (10marks)**
- b) **Discuss the essential design parameters which form the basic components of organization structure according to Mintzberg. (10marks)**

