



NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF AGRICULTURAL SCIENCES
SECOND SEMESTER EXAMINATION
JANUARY/FEBRUARY, 2018

Course Title:Management and Organizational Behaviour

Course Code: HCM 433

Credit Unit:2

Total Score:75Marks

Time Allowed:2 Hours

INSTRUCTION:

Answer Compulsory Question 1 (25 marks) and any 3 questions (15 marks each).

1.
 - a. Give Koontz O' Donnell and Weihrish (1993) definition of management.
 - b. Outline the perspectives of organizational behaviour as a field of study and its major goals.
 - c. Identify two types of organization and five characteristics of organization.
 - d. Highlight seven sources of conflicts in organization and discuss any five of them.
 - e. What are the five needs of communication in an organization?
2.
 - a. Identify the different functions of management.
 - b. Distinguish between management and administration.
 - c. Identify and discuss the different power blocs available in your organization.
3.
 - a. Outline the different cultural variables that tend to show extent business activities are culturally defined and briefly explain each of them.
 - b. Mention the five bases of power and differentiate between coercive powers and legitimate powers.
4.
 - a. Communication breakdown has been noted as a barrier in organization. Identify them.

- b. Describe status and briefly explain sources of status in your organization.
 - c. How would the manager of a company overcome resistance to change?
5.
 - a. List and explain five different perspectives of management.
 - b. Discuss the following methods of intergroup and organization conflict resolutions strategies.
 - i. Lose – lose strategy
 - ii. Win – lose strategy
 - iii. Win – win strategy
6.
 - a. What is change in Management? Mention the two causes of change and explain four external sources of change.
 - c. Briefly explain six commandments of good communication as coded by the American Management Association (AMA).