



NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI – ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2019_1 EXAMINATION

COURSE CODE: MBA829

CREDIT UNIT: 3

COURSE TITLE: ORGANIZATIONAL CHANGE AND DEVELOPMENT

TIME ALLOWED: 2^{1/2} HOURS

INSTRUCTIONS:

- 1. Attempt Question One (1) and any other three (3) questions**
 - 2. Question 1 carries 25 marks, while the other questions carry 15 marks each.**
 - 3. Present all points in coherent and orderly manner**
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- 1a.** As a leader cultivates certain behaviour, he can improve the interpersonal relationships with his followers. Discuss. **(10 Marks)**
- b.** What are the five (5) major functions of Business Policy? **(5 Marks)**
- c.** Employees go through five (5) stages during major organizational changes. Discuss these stages. **(10 Marks)**
- 2a.** Explain the factors that determined when employees should be involved in decision taking. **(10 Marks)**
- b.** Briefly explain the Behavioural Model. **(5 Marks)**
- 3a.** Elaborate on the four (4) types of Leadership Strategies. **(10 Marks)**
- b.** Narrate any two (2) of the most important elements that might influence a manager's style. **(5 Marks)**
- 4a.** Discuss the five (5) types of Leadership through Power. **(10 Marks)**
- b.** Discuss the factors that influence Acceptance of Change. **(5 Marks)**
- 5a.** Explain types of Sacred Cows. **(5 Marks)**
- b.** Explain five (5) Characteristics of Good Leadership. **(10 Marks)**
- 6a.** Briefly explain what Managerial Process is **(3 Marks)**
- b.** As guidelines for research and clarification of concepts, likert has postulated four (4) systems of management, Explain. **(12 Marks)**