



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**91, CADASTRAL ZONE, UNIVERSITY VILLAGE, JABI, ABUJA**  
**FACULTY OF MANAGEMENT SCIENCES**  
**2023 2 EXAMINATIONS\_**

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**COURSE CODE: ENT306**

**COURSE UNIT: 2**

**COURSE TITLE: MEASURING ORGANIZATIONAL SUCCESS**

**TIME ALLOWED: 2 HOURS**

**Instructions:**

- 1. Attempt question number One (1) and any other two (2).**
- 2. Question number 1 is Compulsory and carries 30 marks, While the other questions carry 20 marks each.**
- 3. Present all your points in coherent and orderly manner**

1.
  - a. Discuss the concept of formal organization
  - b. State five features of an organization
  - c. Identify seven and explain five characteristics of formal organization
  - d Highlight the ten guidelines for formal organization to be successful

**[Compulsory, 30 marks]**
  
2.
  - a. Define term workplace conflict.
  - b. Highlight five problems each affected / associated the following in workplace conflict;
    - i. Strategic planning
    - ii Management development
    - iii Financial management (20 marks)
  
3. Discuss the following winning strategies to resolve conflict in workplace ;
  - a. Conflicts resolution
  - b. compromising
  - c. Smoothing
  - d. Strategic Change
  
4.
  - a. Illuminate on concept of organization success
  - b. Mention five ways deployed by organization to achieve success

**[20 marks]**
  
5. Discuss briefly the following ;
  - a. Structure of Organizations.
  - b. Teambuilding
  - c. Strategic Planning & Implementation

**[20 marks]**