



**NATIONAL OPEN UNIVERSITY OF NIGERIA
SCHOOL OF AGRICULTURAL SCIENCES
SECOND SEMESTER EXAMINATION
PROGRAMME: HOTEL AND CATERING MANAGEMENT
2023 2 EXAMINATIONS__**

Course Title:Management and Organizational Behaviour

Course Code: HCM 433

Credit Unit:2

TOTAL SCORE: 70 Marks

TIME ALLOWED: 2 HOURS

INSTRUCTION: Answer any 3 questions

- 1 a. Mention and discuss the forms of relationship in organisation. **15mks**
b. Identify two types of organization. **2mks**
c. Highlight and discuss seven sources of conflicts in organization. **7mks**
2. a. What are the five needs of communication in an organization? **5mks**
b. Enumerate the **ten commandments** of good communication in organization. **10mks**
c. i. Define power. ii. What is legitimate power? **8mks.**
- 3 a. Discuss five bases of power. **10mks**
b. (i) Define power bloc. (ii) List and discuss the different power blocs available in your organization **13mks**
- 4 a. Status is commonly conferred on people by the social system based on some factors. What are these factors? **7mks**
b. Discuss what is meant by change in Management? **3mks**
c. How would the manager of a company overcome resistance to change? **7mks**
. Explain the concept of role and discuss three types of role conflicts in any organization **6mks**
- 5a. Define the term motivation as a part of the managerial function of directing. **3mks.**
b. Write brief notes on the following: i. Equity Theory of Motivation ii. Reinforcement Theory iii. Job Enrichment iv. Job enlargement. **3mks each (12mks)**
c. i. According to Parsons (1980), organisations are structured in layers. Expatriate on this sentence.
ii. Mention and comment on the three (3) major levels of organisation. **8mks**