



**NATIONAL OPEN UNIVERSITY OF NIGERIA**

91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja

**FACULTY OF MANAGEMENT SCIENCES**

**2024 1 EXAMINATION**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOUR**

**COURSE CODE: BUS322**

**CREDIT UNITS: 3 UNITS**

**TIME ALLOWED: 3 hours**

**INSTRUCTION: 1. Indicate your Matriculation Number clearly**

**2. Attempt Question 1 and any other three (3) questions**

**3. Question 1 is compulsory and carries 25 marks while the other 3 questions carry 15 marks each**

**4. Present all your points in a coherent and orderly manner**

- 1a. Discuss the various management functions in an organization **10 marks**
- b. Explain the importance of the organizational role in organizational behaviour **6 marks**
- c. Group conflicts can be classified according to the outcome of such resolutions, Discuss the classifications **9 marks**
- 2a. Explain (i) Stereotyping and (ii) the Halo effect, as areas of social perception **7 marks**
- b. Explain the purpose of a group in a workplace **8 marks**
- 3a. Mention eight ways that work can be divided in a workplace and explain only THREE **10 marks**
- b. Outline five implications resistance to change can have in an organization **5 marks**
- 4a. Enumerate the twelve principles of organization as formulated by Henri Fayol **9 marks**
- b. List two constructive and two destructive effects of conflict.
- 5a. Explain the four personality types of traits according to Eysenck **10 marks**
- b. Enumerate the Freudian development stages in the psycho-analytical theory of personality ideas **5 marks**