



**NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2024 1 EXAMINATION-**

Course Code: BUS727

Course Title: ORGANIZATIONAL BEHAVIOUR

Time Allowed: 2Hrs

No of Units: 2Units

Instruction: Attempt question ONE and any two (2) questions of your choice. Question 1 carries 30 Mark while others carry 20 Marks.

- 1a. Describe the individual perspective, group perspective, organizational perspective, and integrative perspective of organizational behavior. **10mks**
 - b. List and describe each of Boulding's nine levels typology. **10mks**
 - c. Describe "SMART" in terms of goal-setting. **10mks**
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- 2a. Examine critically the three basic kinds of goals for technical system management as described by Morten Lind and J. Rasmussen **10mks**
 - b. What is Diversity? ii. What you mean by term 'total quality management? **10mks**
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- 4a. Examine the three organizational behavior characteristics that influence resistance to change in each subsystem. **12mk**
 - b. What drawbacks do Informal Groups have? **8mks**
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- 5a. What are the several ways that an organization's operations can be set up? **10mk**
 - 5b. What are the appropriate tactics used to resolve disputes resulting from workplace organization? **10mks**