



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja  
**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**FACULTY OF MANAGEMENT SCIENCES**  
**2024 1 EXAMINATION**

**Course Code: BUS831**

**Course Title: Organizational Behaviour**

**Time Allowed: 2 hours Credit Unit: 2**

**Instruction: Attempt question ONE (30 marks) and any two (2) questions 20 marks of your choice**

Use the following features of \_\_\_\_\_

- (i) It is composed of two or more persons
  - (ii) It is aimed at achieving a common goal or set of goals
- (b) Neo-classical organization theorists argued that organizations did not, and cannot exist independent of their environment. Comment on this assumption.
- (c) Analyze how \_\_\_\_\_ and \_\_\_\_\_
- (a) Outline the six steps of decision making process as contained in the Rational Decision-Making Model
- (b) Discuss any three (3) among the six steps involved in the decision making process as contained in the Rational Decision-Making Model
- (a) Analyze the relationship between job satisfaction and the following variables:
- i. Absenteeism
  - ii. Customer Satisfaction
  - iii. Employee Turnover
  - iv. Job Performance
- (b) Bring out five (5) differences between \_\_\_\_\_ and \_\_\_\_\_
- (a) Review theory X and theory Y propounded by Douglas McGregor. Point out how both can be applied to maximize employee's job satisfaction (
- (b) Explain Cohesiveness and highlight any three (3) ways it can be promoted in a group