



**NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2024_2 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. Why is organizational behavior research important for managers? **12mks**
- b. What drawbacks do Informal Groups have? **8mks**
- c. What are the several ways that an organization's operations can be set up? **10mk**

- 2a. Differentiate between centralization and decentralization. **8mk**
- a. How do centralization and decentralization be compared in terms of benefits and drawbacks? **12mk**

- 3a. Describe the transactional and transformational theories. **10mk**
- b. Describe each of the traits of effective teams. **10mk**

- 4a. Examine the three organizational behavior characteristics that influence resistance to change in each subsystem. **12mk**
- b. What methods managers might employ to deal with change resistance? **8mk**