



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, CADASTRAL ZONE, UNIVERSITY VILLAGE, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
2024_2 EXAMINATION

Course Code: ENT 306

Course Title: MEASURING ORGANISATIONAL SUCCESS

Credit Unit: 2

Instructions: 1. Indicate your Matriculation Number clearly
2. Attempt Question 1 and any other 2 questions
3. Question 1 carries 30 marks while others carry 20 marks each
4. Present all your points in coherent and orderly manner

Time Allowed: 2 Hours

1a. What are the characteristics of an informal organization? 12marks

1b. Differentiate between a formal and an informal organisation. 18marks

2a. Discuss the term 'Organisation success. 4marks

2b. Identify and explain the four steps leaders can ensure that their organizations are not simply reacting to what challenges come their way but that they have a clear understanding of what their organizations need to do to succeed 16marks

3a. How will you know that an organization is committed to Teamwork / Cooperation (within and across units)? 6marks

3b. Write a short notes on organisation performance 5marks

3c. Attempt the definition of performance measurement highlighting the roles of performance measurement system. 9mark

4a. Examine the factors associated with low and high staff morale in an organisation? 8marks

4b. Explicate any four (4) ways through which staff morale can be boosted in a successful organization. 12 marks

5a. Describe the human resource management and diversity management. 10marks

5b. Enumerate the conditions which would make workforce diversity a success in any organization? 10marks