



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2025_2 EXAMINATIONS

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. Explain the concept of formal organization and distinguish it from an informal one. 5marks

1b. Highlight ten guidelines of a successful formal organization. 10marks

1c. Explain ten (10) benefits of an informal organisation. 15marks

2a. What are the basic assumptions of the Neo-classical theory of organization? 10marks

b. Critique the Human Relations Theory. 4marks

c. Organization study is carried out from different perspectives. Elucidate 6marks

3. How will you know that an organization is committed to:

a. Continuous Quality/Process Improvement? 4marks

b. Continuous Learning / Development? 7marks

c. Creativity / Innovation? 4marks

d. Customer Orientation? 5marks

4a. Briefly explain the concept of overlay highlighting its five (5) major types. 10marks

4b. Identify the major assumptions of the fusion process and indicate how the system organisation relate with McGregor's Theory X and Y. 10 marks

5 Organisations face array of problems including financial management, advertising and promotions, evaluation of products and services, and organization structure. Discuss 20 marks