



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2025_1 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. Using five different items, define the term 'Organisation' 5marks

1b. What are the key features of an organization? 5marks

1c. List and explain the basic characteristics of a formal organisation. 20marks

2. Discuss the five (5) approaches to organization study. 20marks

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

a Displaying vision? 5marks

b Flexibility / Adaptability to Change? 4marks

c Leadership and initiative? 11marks

4a. What is bureaucracy? Identify its major characteristics. 11marks

4b. Explain motivation and itemize those involved in it. 9 marks

5. How can conflicts be tackled within an organization? 20marks