



**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**