



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
SEPTEMBER/OCTOBER 2015 EXAMINATION**

COURSE CODE: BUS831/MBA831

CREDIT UNITS: 2

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR AND THEORY

TIME ALLOWED: 2Hrs

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt question one (1) and any other two (2) questions – three questions in all.

3. Question one (1) is compulsory and carries 30 marks, while the other questions carry 20marks each.

4. Present all your points in coherent and orderly Manner.

1. Organizations are designed around a set of core principles which defines its structure and by which it operates. Critically discuss:
 - a. Critically discuss five (5) principles of organization. **[15 marks]**
 - b. Discuss four (4) interacting elements in organizational behavior.
In your answer for section (b) define organizational behavior; list and explain the four elements in organizational behavior; and then describe the interaction between them.
[15 marks] **[Compulsory]**
2. In order for organization to be productive, employees must feel a sense of satisfaction within their jobs.
 - a. Discuss the concept of job satisfaction in relation to these variables: workplace environment, productivity, absenteeism, reward, and job design. **[10 marks]**
 - b. Explain three (4) factors that could enhance job satisfaction. **[6 marks]**
 - c. Discuss two (2) approaches that can be used in measuring job satisfaction level within an organization. **[4 marks]**
3. Effectively motivating employees has long been one of management's most important and challenging duties.
 - a. Discuss the concept of motivation using Abraham Maslow's hierarchy of needs theory. **[10 marks]**
 - b. Explain 5 principles of motivation **[10 marks]**
4. "An Organization is a group of interacting human beings with a central co-ordination unit"
 - a. Differentiate between the static and dynamic concepts of organization. **[10 marks]**
 - b. Discuss the classification of organization. **[5 marks]**
 - c. Explain Sayles classification of small work groups. **[5 marks]**
5. From an organization's perspective, the way tasks and responsibilities are grouped can affect productivity and cost.
 - a. Discuss the concept of job design in organization and mention at least five (5) benefits of job design. **[10 marks]**
 - b. Mention 5 key elements of a job design **[5 marks]**
 - c. Discuss any job design approach you are familiar with. **[5 marks]**