

NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way,
Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
JANUARY 2018 EXAMINATION

COURSE CODE: BUS330

COURSE TITLE: Management Theory

CREDIT UNIT:3

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt question one (1) and any other three (3) questions; four questions in all

3. Question one (1) is compulsory and carries 25marks, while the other questions carry 15marks each.

4. Present all your points in coherent and orderly manner

TIME ALLOWED: 2^{1/2}Hours

1.

- a. Explain briefly the concept of bureaucracy from the perspectives of Jean Claude Marie Vincent de Gournay and Max Weber. Relate Gournay's perspective to popular opinion of most Public-Sector Organizations [PSOs] in Nigeria.
- b. Mention six factors responsible for the rise of bureaucracies according to Weber
- c. Mention two merits and demerits of bureaucracies

[25Marks]

2.

- a. Elton Mayo's Hawthorne experiment is widely accredited to have formed the basis for the rise of

human relations theory. Identify and briefly describe the four phases of the experiment.

- b. Mention two outcomes/conclusions of the experiment.

[15Marks]

3.

- a. Differentiate between classical and human relations organization theories [Indicate clearly three specific differences between the theories]
- b. Explain briefly the three elements/features of human relations organization theory

[15Marks]

4.

- a. Mary Parker Follett is regarded as a bridge between the classical approach and the behavioural-human relations approach to organizations. Explain briefly her perception of conflicts in organizations and the three ways they can be resolved.
- b. Explain briefly the concept of Leadership according to Follett

[15Marks]

5.

- a. Identify and describe briefly the three conditions that a 'body of information' will satisfy to be termed a theory according to Alison Gopnik and Andrew Meltzoff
- b. Theories are constantly revised as new knowledge is discovered. Briefly describe three methods of seeking knowledge

[15Marks]

6.

Explain briefly the following concepts:

- a. Bureaupathology
- b. Legal-rational Authority

- c. Occupational psychosis
- d. Trained incapacity
- e. Hawthorne effect

[15Marks]