



**NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKWE EXPRESS
WAY, JABI - ABUJA**

**FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF ADMINISTRATION
OCTOBER/NOVEMBER EXAMINATION 2016**

Course Code: BUS831

Course Title: Organizational Behaviour and Theory

Credit Unit: 2.

Time Allowed: 2 Hours.

Instructions: 1. Attempt Question 1 and any other two (2) Questions.

2. Question 1 is compulsory and carries 30 marks while the other 2 Questions carry 20 marks each.

3. Present all your points in coherent and orderly manner.

Question 1 (COMPULSORY)

1. (a) Give the definition of “Organization” as provided by Wright Mills.
- (b) An organization is composed of people whose collective efforts are geared towards the attainment of a collective goal. Enumerate the five key characteristics of an organization

Question 2

2. (a) Many types of organizations exist in real life. However all these organizations can be broadly grouped into two types. List these two types of organization.
- (b) What are the 7 common characteristics of a formal organization?

Question No. 3

3. (a) Give the definition of Job Satisfaction as given by Lawler, et al. in 1972.
- (b) List the five factors that can enhance job satisfaction
- (c) “A satisfied worker is a productive worker”. Discuss this statement exhaustively making a case for the position you have taken.

Question 4

4. (a) Define Job Enrichment in your own words.
- (b) List the five implications of job enrichment

Question 5

5. (a) What does Job Design actually do?
- (b) List the five ways by which issues affecting job design can be tackled.