



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
NATIONAL OPEN UNIVERSITY OF NIGERIA

EXAMINATION 2020_2₁₂₃₄

COURSE CODE: BUS424
COURSE TITLE: Organizational theory
CREDIT UNIT: 2

INSTRUCTIONS: 1: Indicate your Matriculation Number Clearly
2. Attempt question Number one (1) and any other two (2).
3. Question number 1 is compulsory and carries 30 marks, while the other 2 questions carry 20 marks each
3. Present all your points in a coherent and orderly manner

TIME ALLOWED 2 Hours

- 1a. Discuss the nature of an Organization's environments and identify the components of the general task of internal environment. **(15 Marks)**
- b. What are the major theories of Organization? **(15 Marks)**
- 2a. Briefly outline and discuss the five theories of Management. **(10 marks)**
- b. Outline in details some examples of Organizational theories. **(10 marks)**
- 3a. Evaluate the contributions of the classical/traditional school of management theorists to our understanding of organization. **(10 marks)**
- b. By what means can a good manager satisfy each category of needs mentioned in Maslow's hierarchy? **(10 marks)**
4. What lessons would a good manager draw from:
 - (i) Efficiency wage theory
 - (ii) Human capital theory? **(20 marks)**
- 5a. Critically review and compare between Maslow's and Herzberg two factor theories. **(10 marks)**
- b. Enumerate bureaucracy dysfunctional-consequences and show how they can be mitigated. **(10 marks)**