



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
SCHOOL OF MANAGEMENT SCIENCES  
JUNE/JULY, 2013 EXAMINATIONS**

Course Code: MBA831

Course Title: Organizational Behaviour and Theory

Time Allowed: 2 hours

**Instruction: Attempt the compulsory question and two other questions making a total of three questions. The compulsory question carries 30 marks.  
All the other questions carry 20 marks each.**

**Question No. 1 (COMPULSORY)**

1. (a) Define the word "Culture".  
(b) Identify three different ways in which culture interacts with business activities..  
(c) What do you understand by "individual differences" in human beings?
2. Laws that govern organizations are regarded as Social Laws.  
Explain the reasons why social laws are made and their usefulness in society.
3. (a) Define "Job Satisfaction" as it relates to a worker.  
(b) List and discuss four factors that can improve job satisfaction to a worker.
4. (a) What is "Job Design"?  
(b) Identify four perspectives from which the problems of job design can be tackled successfully.
5. "Job Enrichment" makes a worker RICH and "Job Enlargement" makes a worker LARGE.  
Contest the above statement with detailed explanation showing the difference between  
job enrichment and job enlargement. Give example in each case.