



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF MANAGEMENT SCIENCES
MAY/JUNE 2012 EXAMINATION

BHM 727 ORGANISATIONAL BEHAVIOUR (2 CR)

Time Allowed: 2hrs

INSTRUCTION: Attempt any 3 questions of your choice. Each question carries 23.3 marks. Present your answer legibly and logically using relevant examples.

1. Identify and briefly discuss three (3) models of Human Behaviour.

- 2a. Identify the external environments of an organisation, and briefly explain how an organisation as an open system interacts with its these external factors in its environment.
- b. List and explain four (4) components of an Organisation.

- 3a. What is a Goal?
- b. Define the acronym SMART GOAL.
- c. Define Organisational goal?

- 4a. Highlight the work related, personal and social factors and why some individuals in Organisations resist change.
- b. List seven (7) sources of resistance to Organisational change?
- c. What steps can management take to overcome resistance to Organisational change?

- 5a. What do you understand by the term Cognitive Dissonance?
- b. Briefly explain the relationship between attitude and behaviour .
- c. How is an individual's attitude formed?