

**NATIONAL OPEN UNIVERSITY OF NIGERIA
JABI-ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF ADMINISTRATION
QUESTIONS**

JANUARY/ FEBRUARY EXAMINATION 2018

COURSE CODE: BUS 322

COURSE TITLE: ORGANISATIONAL BEHAVIOUR

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 25 marks, while the other questions carry 15 marks each.
4. Present all your points in a coherent and orderly

Manner

TIME ALLOWED: 2½ Hours

1(a) .Why in your own view are the management functions considered central to the discussion of management? (15 marks)

(b) One way to address employees perception of fairness is through the equity theory of motivation. Explain how this theory helps to address this perceptual concern of employees. (10 marks)

2. Maslow's theory recognizes that because different people have different needs, they are motivated by different things. Discuss the substance of Maslow's theory. (15 marks)

3. Highlight and comment on the ten commandments of good communication. (15 marks)

4. The social aspect of perception has important roles in organizational behavior. Comment on these roles. (15 marks)

5. Explain the different variables that help to explain our understanding of human behavior in organizations? 15(marks)

6(a) In what ways can managers motivate employees to perform? (7 marks)

(b) Write short notes on:

(i) Job Enrichment (4 marks)

(ii) Job Enlargement (4 marks)