



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

PGD

BHM 727: ORGANISATIONAL BEHAVIOUR

TIME ALLOWED: 2Hours

INSTRUCTION(S):

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