



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
JUNE 2013 EXAMINATIONS

Course Code: HCM 433
2

Credit Unit:

Course Title: Management and Organisational Behaviour

Time Allowed: 2hours

Instruction: Attempt question number **one** and any other **two** questions of your choice.

Question number **one** carries **30 marks** and all other questions **20 marks** each.

1. Organizational conflict is said to be inevitable, what are the reasons for this?
 - a. State and explain the seven recognized sources of conflict in organisations
2. What are the two main sources of status? State how these sources confer status
- 3 State and explain five principal barriers to communication in organizations.
- 4 Define “an effective work group” and state and explain the factors that influence group effectiveness
5. One of the most widely mentioned theories of motivation is the hierarchy of need theory put forward by Abraham Maslow. Enumerate and explain these needs.