



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
JULY 2017 EXAMINATION

Course Code: BUS831

Course Title: ORGANISATIONAL BEHAVIOUR

Credit Unit: 2

Instructions: 1. Attempt Question 1 and any other two (2) questions

2. Question 1 is compulsory and carries 30marks while the other 2 questions carry 20marks each

3. Present all your points in coherent and orderly

manner

Time Allowed: 2 Hours

1 (Compulsory)

- a) Identify the main elements in organizational behaviour (5marks)
- b) Enumerate the administrative viewpoints of organization behaviour (5marks)
- c) Explain the meaning of the term “Individual Differences” (5marks)
- d) Why are organizations regarded as social systems? (5marks)
- e) Explain the term “Mutual Interest” in relation to an organization (5marks)
- f) Identify the key dimensions of work that may be used as motivators (5marks)

2

- a) Explain briefly the short-comings of the Classical and Neo-Classical Theories of organization, and how the system view tried to overcome them (12marks)
- b) Identify the various approaches to organization study and briefly explain two of them (8marks)

3

- a) List and discuss the variables that correlate with job satisfaction

(13marks)

b) What are the benefits of job satisfaction?

(7marks)

4

a) Identify and discuss the factors that motivate a worker or demotivate a worker.

(10marks)

b) What are the principles of motivation?

(10marks)

5

a) Mention and explain the various types of work group.

(12marks)

b) Identify the barrier to motivation and state their remedies

(8marks)