



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
MARCH/APRIL 2016 EXAMINATION**

SCHOOL OF MANAGEMENT SCIENCES

COURSE CODE: BUS 831

CREDIT UNIT: 2

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR AND THEORY

TIME ALLOWED: 2 HOURS

- Instructions:**
- 1. Attempt question Number one (1) and any other three (3) questions**
 - 2. Question number 1 is compulsory and carries 30 marks, while the other questions carry 20 marks each.**
 - 3. Present all your points in coherent and orderly manner**

Question No. 1 (COMPULSORY)

- 3. (a) Define Job Satisfaction as given by Lawler, et al. in 1972.**
(b) List the five factors that can enhance job satisfaction in an organization
(c) “A satisfied worker is a productive worker”. Discuss this statement exhaustively making a case for the position you have taken.

Question 2

- 2. (a) Many types of organizations exist in real life. However all these organizations can be broadly grouped into two types. List these two types of organization.**
(b) What are the 7 common characteristics of a formal organization?

Question 3

- 3. (a) Give the definition of “Organization” as provided by Wright Mills.**
(b) An organization is composed of people whose collective efforts are geared towards the attainment of a collective goal. Enumerate and explain the five key characteristics of an organization.

Question 4

- 4. (a) What does Job Design actually do?**
(b) List the five ways by which issues affecting job design can be successfully tackled.

Question 5

- 5. (a) Define Job Enrichment in your own words.**
(b) List and explain the five implications of job enrichment.