



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

Course Code: HCM 433

Credit Unit: 2

Course Title: Management and Organizational Behaviour

Time Allowed: 2 hours

**Instructions: 1. Attempt Question 1 and any other two (2) Questions.  
2. Question 1 is compulsory and carries 30 marks while  
the other 2 questions carry 20 marks each.**

1. Enumerate and explain the major influences on behaviour in any organisation and their impact on management of organizational operations.
2. List and explain the principles of organization as formulated by Henri Fayol
3. Define and explain (i) Role Conflict (ii) Role Ambiguity (iii) Task Ambiguity (iv) Emotional and (v) the two factors identified as being responsible for the rise to role conflict and ambiguity.
4. There are certain external forces that are known to bring about change in an organization. What are these forces?
5. What do you understand by "Power blocks" in organizations, explain with good examples.