



**National Open University of Nigeria**  
**Plot 91, Cadastral Zone, Nnamdi Azikiwe Expressway, Jabi, Abuja**  
**Faculty of Agricultural Sciences**  
**October/November, 2016**

**Programme: Catering and Tourism Management**

**Course Code: HCM 433**

**Course Title: Management & Organisational Behaviour**

**Credit Unit: 2**

**Total Score: 100 Marks**

**Time Allowed: 2 Hours**

**Instructions: Attempt four (4) questions. All carry 25 marks each**

- 1a. What are the recognized sources of conflicts in an organization? 10 marks
- 1b. What are the principles of organization as formulated by Henri Fayol? 10 marks
- 1c. When does role conflict occur in a group member? 5 marks
- 2a. Different conditions or steps are involved in reduction of resistance. Discuss 20 marks
- 2b. What are the major sources of power? 5 marks
3. Elaborate briefly on the sources of legitimate powers 25 marks
4. State the bases on how statuses are conferred on people 25 marks
5. In what ways can job be enriched? 25 marks
6. What are the reasons for characteristics of groups? 25 marks