



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja
FACULTY OF MANAGEMENT SCIENCES
2025_2 EXAMINATIONS

COURSE CODE: BUS 322

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

CREDIT UNIT: 3

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt question one (1) and any other three (3) questions; four questions in all

3. Question one (1) is compulsory and carries 25 marks, while the other questions carry 15 marks each.

4. Present all your points in a coherent and orderly Manner

TIME ALLOWED: 2½ Hours

- 1a. Explain the concept “Management” and its major dimensions **(10marks)**
- 1b. List and explain core management function **(10marks)**
- 1c. Mention and explain five organizational principles Henry Fayol **(5marks)**
- 2a. Explain the concept of role in organization and the difference between role conflict and role ambiguity **(9marks)**
- 2b. Mention and explain External and Internal Causes of Change and Rate of Change **(6marks)**
- 3a. How do managers Manage Resistance to Change **(5marks)**
- 3b. Mention and explain the bases of power in organization. **(10marks)**
- 4a. Distinguish between perception and perceptual selectivity, and explain the Principles of Perceptual Selectivity **(5marks)**
- 4b. Explain these perception principles: i. **Intensity**, ii. **Size**, iii. **Contrast**, Iv. **Repetition**, and v. **Motion (10marks)**
- 5a. Define work Group and explain its characterises and types. **(9marks)**
- 5b. Replace with: Discuss communication and the principal barriers to effective communications **(6marks)**