



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2025_1 EXAMINATION...

Course Code: ENT 306

Course Title: MEASURING ORGANISATIONAL SUCCESS

Credit Unit: 2

Instructions: 1. Indicate your Matriculation Number clearly
2. Attempt Question 1 and any other 2 questions
3. Question 1 carries 30 marks while others carry 20 marks each
4. Present all your points in coherent and orderly manner

Time Allowed: 2 Hours

- 1a. Using five different items, define the term 'Organisation' **5marks**
1b. What are the key features of an organization? **5marks**
1c. List and explain the basic characteristics of a formal organisation. **20marks**
2. Discuss the five (5) approaches to organization study. **20marks**
3. How will you know that an organisation is committed to:
a Displaying vision? **5marks**
b Flexibility / Adaptability to Change? **4marks**
c Leadership and initiative? **11marks**
- 4a. What is bureaucracy? Identify its major characteristics. **11marks**
4b. Explain motivation and itemize those involved in it. **9 marks**
5. How can conflicts be tackled within an organization? **20marks**