



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2023\_1 POP EXAMINATION**

**Course Code: BUS 322**

**Course Title: ORGANISATIONAL BEHAVIOUR**

**Credit Unit: 3**

**Instructions: 1. Indicate your Matriculation Number clearly**

**2. Attempt Question 1 and any other two (3) questions**

**3. Question 1 is compulsory and carries 25 marks while the other 3 questions carry 15marks each**

**4. Present all your points in coherent and orderly manner. Time Allowed: 2 ½ Hours**

- 1a. Write on the following functions of Management: Planning, Organizing, Staffing, Directing and Coordinating. **(10marks)**
- 1b. Explain the concept 'Organizational Behavior' as a field of study **(5marks)**
- 1c. Distinguish the various classification of organization **(10marks)**
  
- 2a. Explain the concept of 'Role, role conflict and role ambiguity' **(10marks)**
- 2b. Outline ways of managing resistance to change in organization **(5marks)**
  
- 3a. Write on the following: Coercive Power, Expert Power, Legitimate Power, Referent Power and Reward Power **(10marks)**
- 3b. Mention five sources of Status you know **(5marks)**
  
- 4a. Explain the concept of work group and its characteristics **(10marks)**
- 4b. List the stages of group formation **(5marks)**
  
- 5a. Define and explain the kinds of organizational communication **(8marks)**
- 5b. Explain the theory X and Y **(7marks)**