



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, CADASTRAL ZONE, UNIVERSITY VILLAGE, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES

2023_2 EXAMINATIONS

COURSE CODE: ENT 306

CREDIT UNIT: 3

**COURSE TITLE: MEASURING ORGANIZATIONAL
SUCCESS**

TIME ALLOWED: 3 HOURS

INSTRUCTIONS:

- 1. Indicate your Matriculation Number clearly**
- 2. Attempt question one (1) and any other two (2) questions.**
- 3. Question one (1) is compulsory and carries 30marks, while the other questions carry 20marks each.**
- 4. Present all your points in coherent and orderly Manner**

1. (a) There are four steps leaders can use to ensure that their organizations are not simply reacting to what challenges come their way but that they have a clear understanding of what their organization needs to do to succeed. List and explain the four steps **(10 marks)**
(b) Explain the term “Mutual Interest” in relation to an organization. **(10 marks)**
(c) The concept of organization can be seen in two perspectives, explain. **(10 marks)**
2. Explain Organization Performance Measurement **(20 marks)**
3. Explain the concepts of morale and motivation. **(20 marks)**
4. (a) State the concept of system overlaps. **(10 marks)**
(b) Explain in details the Bureaucratic Model **(10 marks)**
5. (a) Explain the concept “Organizational Lifecycles. **(10 marks)**
(b) Explain the elements of organization success **(10 marks)**