



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF MANAGEMENT SCIENCES
OCTOBER/NOVEMBER 2014 EXAMINATION

COURSE CODE: MBA831

Credit Unit 3

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR AND THEORY

TIME ALLOWED: 2^{1/2} hours

- INSTRUCTIONS:**
1. Attempt question Number one (1) and any other three (3) questions
 2. Question number 1 is compulsory and carries 25 marks, while the other questions carry 15 marks each.
 3. Present all your points in coherent and orderly manner

Question No. 1 (COMPULSORY)

1. (a) Give the definition of Job Satisfaction as given by Lawler, et al. in 1972.
(b) List the five factors that can enhance job satisfaction
(c) "A satisfied worker is a productive worker". Discuss this statement exhaustively making A case for the position you have taken.

Question 2

2. (a) Many types of organizations exist in real life. However all these organizations can be broadly grouped into two types. List these two types of organization.
(b) What are the 7 common characteristics of a formal organization?

Question 3

3. (a) Give the definition of "Organization" as provided by Wright Mills.
(b) An organization is composed of people whose collective efforts are geared towards the attainment of a collective goal. Enumerate the five key characteristics of organizations.