



**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<sup>1/2</sup> 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.

**Question 4**

4. (a) What does Job Design actually do?
- (b) List the five ways by which issues affecting job design can be t

**Question 5**

5. (a) Define Job Enrichment in your own words.
- (b) List the five implications of job enrichment

**Question 6**

6. Jobs are “humanized” or made to have “a human face” in order to enable them achieve specific purposes. List the five purposes a humanized job is expected to achieve.



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**OCTOBER/NOVEMBER 2014 EXAMINATION**

**COURSE CODE:** BUS 831 Credit Unit: 2  
**COURSE TITLE:** Organizational Behaviour and Theory  
**TIME ALLOWED:** 2 hours  
**INSTRUCTIONS:** 1. Attempt question Number one (1) and any other three (2) questions  
2. Question number 1 is compulsory and carries 30 marks, while the other questions carry 20 marks each.  
3. Present all your points in coherent and orderly manner

**Question No. 1 (COMPULSORY)**

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(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.

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