

SOUTHWESTERN UNIVERSITY NIGERIA

KM 20, SAGAMU-BENIN EXPRESSWAY, OKUN OWA, IJEBU-ODE, OGUN STATE.

FACULTY OF SOCIAL & MANAGEMENT SCIENCES

DEPARTMENT OF BUSINESS ADMINISTRATION

HND TO BSC CONVERSION PROGRAMME

2018/2019 SECOND SEMESTER EXAMINATION

COURSE CODE: BUA 302
Organization

COURSE TITLE: Human Behaviour in

INSTRUCTION: Answer question 1 and any other three (3). **TIME:** 2hrs

1. (a) What is Human Behaviour in Organization?
(b) List and explain the theories of human behaviour in organization.
(c) What are the implications of the theories of human behaviour to business organizations?
2. (a) What is Perception?
(b) Why is perception important in organizational behaviour?
(c) Stress is associated with demand and resources. Discuss.
3. (a) What are the main components of Attitude?
(b) What is Job Satisfaction?
(c) List and explain the two approaches to measuring job satisfaction.
4. (a) Outline and discuss any four(4) of the major barriers to effective communication
(b) No business organization can survive without communication. Discuss.
(c) List and explain the forms of communication.
5. (a) What is Stress?
(b) Explain in detail the consequences of Stress
(c) Discuss the four most common types of work teams.
6. (a) What is Conflict?
(b) Enumerate and discuss the five(5) methods of conflict resolution
(c) Discuss how each of the methods of negotiation can be applied in resolving organizational conflict.