



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2021 _ 1 EXAMINATION 1234

COURSE CODE: BUS 839

COURSE TITLE: MANAGEMENT THEORY

CREDIT UNIT: 2

Instructions:

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

TIME ALLOWED: 2 Hours

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|----|---|---|---------------------|
| 1. | a. Give a full account of Fayol's principles of management (10 marks) | } | 30
Marks |
| | b. Identify the criticism of the scientific management theory (10 marks) | | |
| | c. Give the reasons why managers plan as indicated by William F. Glueck. (10 marks) | | |
| 2. | a. What does "Skill" imply? Explain the types of skills identified by Robert L. Kats. (10 marks) | } | 20
Marks |
| | b. Throw light on the obstacles to planning. (10 marks) | | |
| 3. | a. Spell out the assumptions of theory Y. (10marks) | } | 20
Marks |
| | b. The horizontal Dimension of jobs falls into three levels, state and describe such levels. (10 marks) | | |
| 4. | Write short notes on the following: | } | 20
Marks |
| | a. Decision Support System (5 marks) | | |
| | b. Knowledge Base (5 marks) | | |
| | c. First Line Managers (5 marks) | | |
| | d. Systems Theory of Management (5 marks) | | |