



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja
FACULTY OF MANAGEMENT SCIENCES
2020_1 EXAMINATION

COURSE CODE: MBA814

COURSE TITLE: INTRODUCTION TO GENERAL MANAGEMENT

CREDIT UNIT: 3

INSTRUCTION:

- 1. Indicate your Matriculation Number clearly**
- 2. Attempt question one (1) and any other three (3) questions; four questions in all.**
- 3. Question one (1) is compulsory and carries 25marks, while the other questions carry 15marks each.**
- 4. Present all your points in a coherent and orderly Manner**

TIME ALLOWED: 2½ Hours

1a. Discuss the evolution of management

1b. Discuss the scientific management approach and Administrative management approach **25marks**

2. Discuss the environmental factors a manager must consider. Discuss **15marks**

3a. Explain the characteristics of a business objective with examples

3b. Discuss the management skills you know **15marks**

4. What do you understand by departmentation by enterprise function **15marks**

5a. List and discuss the merits and demerits of product departmentation

5b. List and explain the merits and demerits of departmentation by customers **15marks**

6a. Discuss your understanding on staff relationship and its advantages

6b. What are the ways of minimizing conflicts **15marks**