



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2021\_2 EXAMINATION**

**Course Code: MBA814**

**Course Title: INTRODUCTION TO GENERAL MANAGEMENT**

**Credit Unit: 3**

**Instructions:**

1. Indicate your Matriculation Number clearly
2. Attempt Question 1 and any other three (3) questions
3. Question 1 is compulsory and carries 25 marks while the other 2 questions carry 15 marks each
4. Present all your points in coherent and orderly manner

**Time Allowed: 2 Hours 30 Minutes**

**EXAMINATION QUESTIONS**

1. (a) Describe any Five (5) Qualities of a Good Leader. (10 Marks)  
(b) For a manager to be seen to perform creditably, he needs some skills which must be brought to bear in his functions. Discuss. (10 Marks)  
(c) Discuss any Two (2) Advantages of Planning. (5 Marks)
2. (a) Explain Steps in Planning. (10 Marks)  
(b) Write a Short note on Departmentation by Customer. (5 Marks)
3. (a) Explain the Features of an Informal Organization. (10 Marks)  
(b) Narrate Five (5) of Product Departmentation. (5 Marks)
4. (a) Elaborates on the Five (5) Classical Approaches of Management. (10 Marks)  
(b) States any Five (5) Ingredients of a Leadership. (5 Marks)
5. (a) There are outward signs which indicate that controls are inadequate and ineffective.  
Discuss. (10 Marks)  
(b) Explain any Two (2) Types of Objectives. (5 Marks)