



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI – ABUJA**  
**FACULTY OF MANAGEMENT SCIENCES**  
**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**2019\_1 EXAMINATION**

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**COURSE CODE: MBA814**

**CREDIT UNIT: 3**

**COURSE TITLE: INTRODUCTION TO GENERAL MANAGEMENT**

**TIME ALLOWED: 2<sup>1/2</sup>HRS**

**INSTRUCTIONS:**

- 1. Attempt Question One (1) and any other three (3) questions**
  - 2. Question 1 carries 25 marks, while the other questions carry 15 marks each.**
  - 3. Present all points in coherent and orderly manner**
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**1a. Describe functional authority and explain the responsibility of a Production manager in a manufacturing organization. (10 Marks)**

**b. Explain the limitations of staff relationship (5 Marks)**

**c. Elucidate the approach of minimizing the conflicts between the line managers and staff managers (10 Marks)**

**2a. Define Planning (4 Marks)**

**b. Explain the features of Planning (5 Marks)**

**c. Describe the following Steps in Planning/Decision Making (6 Marks)**

- i. Define problem/issue
- ii. Collect relevant Data
- iii. Develop alternative solutions
- iv. Assess the consequences
- v. Select maximum solution
- vi. Implement Action
- vii. Measure result

- 3a.** What is Departmentation by Geographic area? **(4 Marks)**
- b.** Explain the Advantages and disadvantages of Geographic Departmentation. **(4 Marks)**
- c.** Draw the Geographic Departmentation Chart **(7 Marks)**
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- 4a.** What do understand by Organization Chart **(5 Marks)**
- b.** Supposed you are asked to draw an organization chart, what are the rules you will take into consideration? Discuss the rules. **(5 Marks)**
- c.** Explain the Limitations of Organization Chart **(5 Marks)**
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- 5a.** Define Staffing **(7 Marks)**
- b.** Describe the specific duties that are associated with Staffing **(8 Marks)**
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- 6a.** What do you understand by Controlling? **(5 Marks)**
- b.** Explain the requirements for effective Control **(10 Marks)**