



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja
FACULTY OF MANAGEMENT SCIENCES
JANUARY/FEBRUARY EXAMINATION 2018

COURSE CODE: MBA 835

COURSE TITLE: Managerial Problem-Solving

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 25 marks, while the other questions carry 15 marks each.
 4. Present all your points in a coherent and orderly Manner

QUESTION 1

1 (a)

Essential differences between Administration and Management (15 marks)

1 (b)

Common Error committed by Decision Makers (10 marks)

QUESTION 2

Explain the core values of management (10 marks)

How value is sustained in organization (5 marks)

QUESTION 3

Outline and Discuss Steps of Decision Making (15 marks)

QUESTION 4

Explanation of the Concept of Problem and Problem Solving (10 marks)

Meaning of a Problem (5 marks)

QUESTION 5

Explanation of the three Decision Making Conditions (9 marks)

QUESTION 6

Attributes of an Effective Decision Maker (10 marks)