



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, CADASTRAL ZONE, UNIVERSITY VILLAGE, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
2022_2 EXAMINATION

COURSE CODE: ENT409

CREDIT UNIT: 2

COURSE TITLE: RETHINKING TRADITIONAL OCCUPATION

TIME ALLOWED: 2.5 HOURS

- Instruction: 1. Attempt question number one (1) and any other two (2)**
- 2. Question number one (1) is compulsory and attracts 30 marks, while any other two questions attract 20 marks each**
 - 3. Present your answers any points in a clearly and orderly manner.**

- 1a. Define the concept Total Quality Management (TQM)
[3marks]
- b. Briefly trace the history of Total Quality Management [7marks]
- c. Discuss the basic principles of Total Quality Management (TRM) [12marks]
- d. What are the implementation strategies for Total Quality Management (TQM) [8marks]
- 2a. Define skills and competencies? [2marks]
- b. Discuss the basic skills required by an employee.
[10marks]
- c. Briefly explain the types of competences [8marks]
- 3a. Define the concept of Decision-Making Processing
[3marks]
- b. Explain the basic sources of knowledge [10marks]

c. What are the measurable benefits of capturing and using knowledge more effectively in a business? [7marks]

4a. What do you understand by the word “Committee” ?

[3marks]

b. Discuss the Benefits and Limitation of Committee

[8¹/₂marks]

c. Explain five steps in Creative Thinking

[8¹/₂marks]

5. Write short note on the following:

i. Traditional healer

[5marks]

ii. Palm wine

[5marks]

iii. Fishing

[5marks]

iv. Carpentry

[5marks]