



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2024_2 EXAMINATION

Course Title: Management Theory

Course Code: BUS 330

Credit Unit 3 Credits

Instruction: 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 3 questions carry 15 marks each.

4. Present your points in a coherent and orderly manner.

Time Allowed: 2 Hours

Question One

- a. As a professional manager discuss the four qualities of modern administration. 15 Marks
- b. Discuss the reason why Professional managers see management as a System. 10 Marks

Question Two

- a. State the ground on which the classical theory has been criticized 10 Marks
- b. Outline five characteristics of bureaucracy 5 Marks

Question Three

- a. Conflicts in organizations are inevitable due to individual differences. As a professional manager suggest three ways of resolving conflict in your organization. 10 Marks
- b. Identify four functions of a manager in an organization. 5 Marks

Question Four

- a. Explain what relationship exist between system theory and contingency theory 10Marks
- b. **Briefly explain behavioural theories of employees' motivation in an organization.** 5 Marks

Question Five

- a. How can management function be identical in all formal organizations 10 Marks
- b. Outline five attributes of scientific management. 5 Marks