



**NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2024_2 EXAMINATION**

COURSE CODE: MBA835

COURSE TITLE: MANAGERIAL PROBLEM SOLVING

CREDIT UNIT: 3

INSTRUCTIONS: 1. Indicate your Matriculation Number Clearly

2. Attempt question one (1) and any other three (3) questions

3. Question one (1) is compulsory and carries 25 marks, while the other questions carry 15marks each.

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

TIME: 2hrs 30mins

Question 1

- (a) By brief explanation, demonstrate your understanding of Management **(5 marks)**
- (b) You have been asked to review a business objective, Identify and explain the five (5) important characteristics or features you will look out for in it. **(10 marks)**
- (c) Show your understanding, by appraising each of the following types of objective: (i) Short term Objective (ii) Medium term Objectives and (iii) Long term Objective **(10 marks)**

Question 2

- (a) When do we say an organization has:
 - (i) Multiplicity of objectives? **(2.5 marks)**
 - (ii) Hierarchy of objectives? **(2.5 marks)**
- (b) Distinguish between Technical Skills and Conceptual Skills **(10 marks)**

Question 3

- (a) Analyze Forecasting by bringing out its importance to managers in organizations. **(5 marks)**
- (b) Enumerate and explain four (4) features of Planning **(10 marks)**

Question 4

- (a) Explore the activities that managers engage in when they implement the solution (i.e. step 5 of the 6-Step Problem Solving Model). **(6 marks)**
- (b) (i) Who can be described as an effective decision maker? **(3 marks)**
 - (ii) Discuss **Knowledge** and **Initiative** as important attributes of an effective decision maker **(6 marks)**

Question 5

- (a) Give five (5) differences between **Verbal and Non-verbal Communication**. (10 marks)
- (b) Why is **Feedback** important in the process of communication? (5 marks)