



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2022\_1 EXAMINATION**

**COURSE CODE: MBA 814**

**COURSE TITLE: INTRODUCTION TO GENERAL MANAGEMENT**

**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**

**TIME ALLOWED: 2½ Hours**

1a. Discuss the evolution of management

1b. Discuss the scientific management approach and Administrative management approach

2. Discuss the environmental factors a manager must consider. Discuss

3a. Explain the characteristics of a business objective with examples

3b. Discuss the management skills you know

4. What you understand by departmentation by enterprise function

5a. List and discuss the merits and demerits of product departmentation

5b. List and explain the merits and demerits of departmentation by customers

6a. Discuss your understanding on staff relationship and its advantages

6b. What are the ways of minimizing conflicts