



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, NnamdiAzikiwe Express Way, Jabi - Abuja
FACULTY OF MANAGEMENT SCIENCES
2020_1EXAMINATION

COURSE CODE: MBA835

COURSE TITLE: MANAGERIAL PROBLEM SOLVING

CREDIT UNIT: 3 Units

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: 2½Hours

- 1a. Describe the essential nature of Managerial work,
- 1b. Outline the six elements of management by Henry Fayol.
- 1c. Explain the necessary Skills and Abilities Needed by Managers to perform their organisational duties **25 marks**
- 2a. List and explain the Environmental Factors of the Manager
- 2b. Define Business Objective and what are the features of business Objectives. **15marks**
- 3a. Explain the various steps in Planning/Decision Making cycle.
- 3b. Outline the advantages and disadvantages of Planning. **15marks**
- 4a. Enumerate and discuss the condition under which managers make decisions. Explain the various types of Managerial Decisions available to the managers in an organisation.
- 4b. Explain the factors which influence individual decision making process. What are the techniques for stimulating creativity? **15marks**

5a. Why do people make bad decisions?

5b. Explain what is meant by Effective communication? What are the barriers to the effective communication? **15marks**

6a. Write notes on the followings:

- i. Formal Upward Communication
- ii. Horizontal Communication
- iii. Informal Communication Channels

6b. Explain formal type of team that can exist within an organisation. **15marks**