



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF MANAGEMENT SCIENCES
MARCH/APRIL 2015 EXAMINATION

COURSE CODE: MBA835

CREDIT UNIT: 3

COURSE TITLE: MANAGERIAL PROBLEM SOLVING

TIME ALLOWED: 2HRS

Instructions: 1. Attempt question number one (1) and any other (3) questions.

2. Question number 1 carries 25 marks, while the other questions carry 15 marks each.

3. Present all your points in coherent and orderly manner.

1a. A manager often has a staff of people who report to him. He also has to perform certain tasks, what are these tasks? Elaborate on them.

- b. Identify and discuss the basic operations inherent in the work of a manager.
2. Managers operate both in the private sector as well as in the public sector, but they require a combination of certain skills to enable them perform their work effectively. Discuss those skills in detail and highlight the components of one of them.
3. Define a managerial problem and discuss three major situations under which managers are usually alerted to the fact that a problem exists in their organisation.
4. Write short notes on each of the following, giving relevant examples
 - a. programmed decisions
 - b. non-programmed decisions
 - c. proactive decisions
 - d. reactive decisions
5. Managers are usually confronted by challenges in the course of carrying out their duties, hence they have to make decisions. Enumerate and discuss the conditions under which managers decisions are made.
6. What factors influence individual decision making?