



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS**  
**SCHOOL OF MANAGEMENT SCIENCES**  
**OCTOBER 2013 EXAMINATION**

**COURSE CODE:** BHM 401  
**Credit Unit:** 2  
**COURSE TITLE:** PRINCIPLES AND PRACTICE OF  
MANAGEMENT  
**TIME ALLOWED:** 2 HOURS

**INSTRUCTION:** Attempt Question (1) and any other two (2) questions of your choice. Question one (1) carries 30 marks while others carry 20 marks each. Present your answer legibly and logically using relevant examples.

**QUESTION 1**

- A. Identify and discuss any two management thoughts.
- B. Identify and explain three functions of management.
- C. Discuss Abraham Maslow's Hierarchy of Need theory.

**QUESTION 2**

- A. With the aid of a well labelled diagram, discuss the motivation process.
- B. Draw up a comparison between Maslow's Hierarchy of Needs Theory and Herzberg's Two-Factor Theory.

**QUESTION 3**

- A. List and explain the three situations under which organisational decisions can be taken.
- B. List and explain in proper order the stages in the decision-making process.

**QUESTION 4**

- A. List four categories upon which planning is based.
- B. Briefly discuss the five basic steps in planning.

**QUESTION 5**

- A. Describe the eight (8) steps involved in the communication process model.
- B. Highlight the principles of Total Quality Management (TQM).