



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS  
SCHOOL OF MANAGEMENT SCIENCES  
MARCH 2014 EXAMINATIONS**

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

**Instructions:     1. Attempt question Number one (1) and any other two (2).**

**2. Question number 1 is compulsory and carries 30 marks, while the other questions carry 20 marks each**

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

**QUESTION 1**

- A. Identify and discuss any four Management Thoughts.
- B. Draw up a comparison between Maslow's Hierarchy of needs theory and Herzberg's two-factor theory.

**QUESTION 2**

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

**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. With the aid of a well labelled diagram, discuss the motivation process.
- B. What are the major contributions of Henri Fayol and Max Webber to the administrative management theory?

**QUESTION 5**

- A. Define the concept of Total Quality Management (TQM).
- B. Highlight the principles of Total Quality Management (TQM).

GOOD LUCK