



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

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

Credit

Unit: 2

INSTRUCTION:

Attempt Question 1 and any other two (2) questions of your choice. Present your answer legibly and logically using relevant examples.

QUESTION 1

Write short and concise note on the following stating how they can be applied to real life situations.

- A) Contingency theory of management.
- B) The trait model of leadership.
- C) Abraham Maslow's Hierarchy of Need theory.

QUESTION 2

- A) With relevant examples, explain the term communication.
- B) List and discussed six components of the communication process model.
- C) Highlight the six P's of planning.

QUESTION 3

- A) What do you understand by organisational structure?
- B) Recommend with reason, a suitable organisational structure for a company that intends to run the democratic style of management. (Choose from the list of two structures given as follows: centralised Structure, Decentralised structure.)
- C) outline five principles of Total Quality Management (TQM)

QUESTION 4

- A) Identify and explain three functions of management.
- B) List and explain three situations under which decisions can be taken.

QUESTION 5

- A) Identify and explain three skills needed in an organisation.
- B) Outline five stages in the decision making process.

Good Luck