

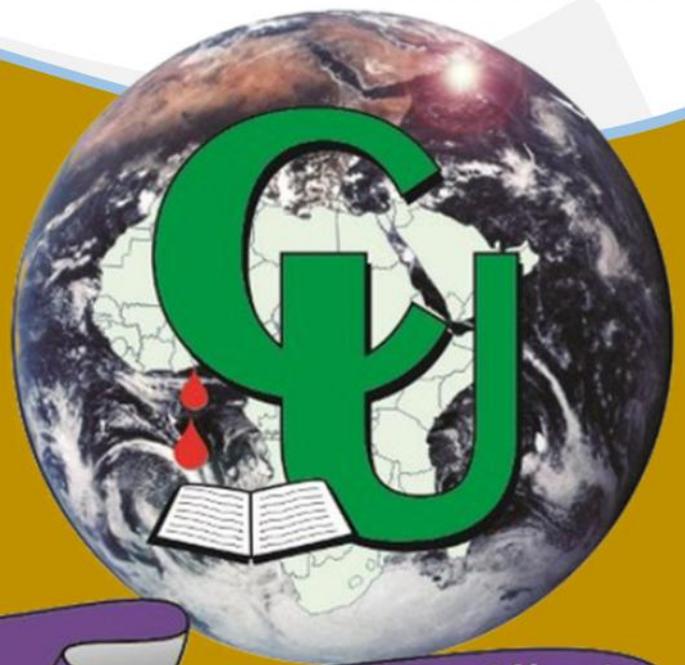
COVENANT UNIVERSITY

TUTORIAL KIT

PROGRAMME: BUSINESS  
MANAGEMENT

OMEGA SEMESTER

200 LEVEL



*Raising A New Generation Of Leaders*

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**BUS 221: PRINCIPLES OF MANAGEMENT II**

# COVENANT UNIVERSITY

CANAANLAND, KM 10, IDIROKO ROAD

P.M.B 1023, OTA, OGUN STATE, NIGERIA.

**TITLE OF EXAMINATION:** B.Sc DEGREE EXAMINATION SPILLOVER

**COLLEGE:** COLLEGE OF BUSINESS AND SOCIAL SCIENCES

**SCHOOL:** SCHOOL OF BUSINESS

**DEPARTMENT:** BUSINESS MANAGEMENT

**SESSION:** 2014/2015

**SEMESTER:** OMEGA

**COURSE CODE:** BUS221

**CREDIT UNIT:** 3

**COURSE TITLE:** PRINCIPLES OF MANAGEMENT II

**INSTRUCTION:** ANSWER FOUR QUESTIONS      **TIME:** 2½ Hours

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1. (a). Communication is the bloodstream of any organization. Discuss (3 marks)  
(b). Explain the forms and channels of communication (7 marks)  
(c) Differentiate between formal and Informal communication (2 marks)  
(d) Explain the major barriers to communication and proffer necessary solutions. (5½ marks)
  
2. (a). What is a group? Discuss the type of groups and teams found in organizations (7 marks)  
(b) Distinguish between a group and a team (3 marks)  
(c) List and explain the stages of team development (5½ marks)  
(d) What do you understand by group cohesiveness (2 marks?)
  
- 3(a) What do you understand by the term motivation? With the aid of a diagram describe the motivational process and outline the importance of motivation to any business organization. (8 marks)  
(b) McGregor`s theories X and Y have two different views of the typical manpower, which of the two theories do you think managers should adopt and why? (5½ marks)  
(c) Human needs can be arranged in a series of levels. What is the contribution of Abraham Maslow in this respect? (4 marks)
  
- 4(a). Define controlling, list and explain the level of control and the controlling process. (8 marks)  
(b). Describe the relationship between planning and controlling? (4 marks)  
(c). List at least 5 basic requirement of an effective control system. (5½ marks)
  
- 5 (a). Explain the system concept, differentiate between closed and open system (8 marks)  
(b). Delineate the major key concepts of an open system (5 marks)  
(c) Outline the contribution of system concept approach (4½ marks)
  
- 6 (a). Organization exists everywhere and are cut out for various functions, when can it be said that an organization exists and what in your perspective is the basis for the formation of the organization? (7½ marks)  
(b) State the methodology and building blocks for forming a viable organization. (5 marks)

(c) Outline the functional units of a standard organization. (5marks)