



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja.
Faculty of Education

POP EXAMINATION 2022_2

PROGRAMME: M.ED.

COURSE TITLE: MANAGERIAL PSYCHOLOGY

COURSE CODE: EDA825

CREDIT UNIT(s): 2

TIME ALLOWED: 2 HOURS

INSTRUCTION: ANSWER QUESTION ONE (1) AND ANY OTHER TWO (2) QUESTIONS

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Question 1

- a. Explain a conflict situation in an organisation. **(3marks)**
- b. Describe the term “efficiency”. **(2marks)**
- c. Discuss five (5) ways through which organisation conflict arises. **(10marks)**
- d. Name a conflict situation in your organisation and explain five methods to resolve the conflict. **(15marks)**

Question 2

- a. What is management? **(2marks)**
- b. Who is a manager? **(3marks)**
- c. List and explain five (5) management responsibilities that a manager attends to on a daily basis. **(15marks)**

Question 3

Explain ten (10) basic management functions. **(20marks)**

Question 4

- a. Explain the concept of “organization’s culture”. **(6marks)**
- b. Give two (2) reasons why a school manager should motivate his/her staff. **(4marks)**
- c. Define organizational mission. **(2marks)**
- d. Clarify the purpose of organisational culture to the following:
(i) Managers, (ii) employees (ii) public at large. **(8marks)**