



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja.
Faculty of Education
2023 2 EXAMINATIONS

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

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)