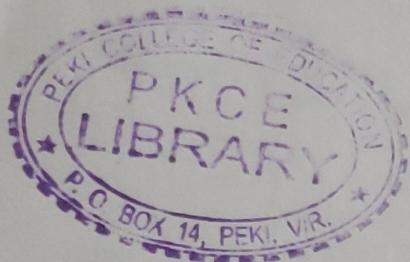


STUDENT'S ID NO: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_



UNIVERSITY OF GHANA

(All rights reserved)

DEPARTMENT OF TEACHER EDUCATION

SCHOOL OF EDUCATION AND LEADERSHIP

COLLEGES OF EDUCATION

END OF SEMESTER TWO EXAMINATIONS FOR LEVEL 300, 2021/2022

B.ED. PROGRAMME

COURSE CODE: TEJS 306

COURSE TITLE: TECHNOLOGY LEADERSHIP AND MANAGEMENT

---

**Instruction:** Answer all questions in Section A and any three questions in Section B.

Time: 2 hours

SECTION A

[25 Marks]

Answer all the questions in this section.

1. The central purpose of an organization's mission statement is to \_\_\_\_\_.
  - A. create a good human relations climate in the organization
  - B. define the organization's purpose in society
  - C. define the operational structure of the organization
  - D. generate good public relations for the organization

2. The acronym SWOT stands for which of the following?
  - A. Special Weapons for Operations Timeliness
  - B. Services, Worldwide Optimization, and Transport
  - C. Strengths, Weaknesses, Opportunities, and Threats
  - D. Strengths Worldwide Overcome Threats
3. At what stages in the Strategic Management Process is the SWOT analysis necessarily ought to be carried out?
  - A. Goal Setting
  - B. Situation Analysis
  - C. Strategy Formulation
  - D. Strategy Implementation
4. The goal of an organization's \_\_\_\_\_ is to capture the hearts and minds of employees, challenge them, and evoke their emotions and dreams.
  - A. culture
  - B. mission
  - C. strategy
  - D. vision
5. A comprehensive plan that outlines how technology should be used to meet IT and business goals in an organization is a/an \_\_\_\_\_.
  - A. Management plan
  - B. IT management
  - C. IT strategy
  - D. Technology plan
6. Which of the following statements best describes the nature of leadership?
  - A. Leaders focus on budgeting aligning people with a shared vision and solving problems
  - B. Leaders focus on motivating people, planning and organizing and staffing.
  - C. Leaders focus on solving problems and budgeting.
  - D. Leaders focus on setting direction, align people with a shared vision and solving problems.
7. You are the technology leader in your school, which of the following is one of your roles?
  - A. Ensuring appropriate technology is provided
  - B. Ensuring good maintenance of the school buildings
  - C. Training of students for the integration of display media
  - D. Training of teachers to involve parents in the school process

STUDENT'S ID NO: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

8. Which of the following explains the concept leadership?
  - A. The ability to command people to work towards a common goal
  - B. The ability to discipline people
  - C. The ability to exert power.
  - D. The ability to motivate people to work towards a common goal.
9. Which of the following is an important quality of a leader?
  - A. Disciplined
  - B. Over directive
  - C. Channeling
  - D. None of the above
10. All the following are considered as the processes involved in performance appraisal  
**EXCEPT** \_\_\_\_\_.
  - A. Assigning specific objectives
  - B. Measure actual performance
  - C. Setting performance standards
  - D. Set up measurable goals
11. You have been tasked to develop an IT strategy for your junior high school, which of the following will you do?
  - A. Being clear about students' financial flow
  - B. Defining IT Requirements and Scope
  - C. Reflecting on how students come to school
  - D. Understanding the current information
12. Which one of the following would qualify to be a strategic Human Resource Management activity?
  - A. Administer wage & salary programmes for workers in the organization
  - B. Determine the level & type of performance that is crucial for firm's growth
  - C. Prepare staffing plans to ensure interactive services
  - D. Use specific job skill training to correct issues in the organization
13. Which of the following is a systematic process of gathering complete information about the duties and responsibilities required to perform a specific job?
  - A. Job analysis
  - B. Job persistence
  - C. Job search
  - D. Job observation

14. Performance appraisal is a primary Human Resource Management process that links employees and organizations and provides input for other processes through which of the following?

- A. Assessment, direction, and development
- B. Identification, measurement, management
- C. Recruitment, selection, on boarding
- D. Skill, effort, responsibility

15. Stages of employee recruitment include which of the following?

- I. Job analysis
  - II. Sourcing
  - III. Screening and selection
  - IV. Selection of the right candidates
- A. I only
  - B. II and IV only
  - C. I, III and IV only
  - D. I, II, III and IV only

16. Which of the following best describes the 360degree appraisal?

- A. Personal reflection
- B. Top-down and bottom-up
- C. All-round
- D. Shareholder

17. Performance appraisals go much more smoothly where there are \_\_\_\_\_ objectives and \_\_\_\_\_ for evaluation.

- A. Clear; criteria
- B. Defined; specifications
- C. Specific; measurements
- D. None of the above

18. Which of the following is a component of the business model?

- A. Key cost
- B. Key customers
- C. Key partners
- D. Key revenue

19. Which of the following is the periodic assessment of an employee's job performance as measured by the competency expectations set out by the organization.
- A. Performance analysis
  - B. Performance management
  - C. Performance appraisal
  - D. Performance evaluation
20. Considering all public junior high schools in Ghana have similar needs and problems, which type of market will they represent?
- A. Diversified markets
  - B. Mass markets
  - C. Multi-sided markets
  - D. Niche markets
21. Which of the following is a characteristic of an IT strategy?
- A. Ensures interactivity in business and vision
  - B. It is a point in time event not a process
  - C. Sets direction for IT function in an organization
  - D. The key is the alignment of business and vision
22. The description of the activities and duties to be performed in a job, the relationship of the job with other jobs, the equipment and tools involved, the nature of supervision, working conditions and hazards of the job is best termed as what?
- A. Job description
  - B. Job appropriation
  - C. Job prescription
  - D. Job identification
23. You have been tasked to develop an IT strategy for your junior high school, how can you link IT strategy to the school strategy?
- A. Aligning of IT capability with the request of teachers and vice versa
  - B. Aligning of IT capability with the request of parents and vice versa
  - C. Aligning of institution capability with IT capability and vice versa
  - D. Aligning of institution capability with school integration and vice versa
24. A school is going to recruit an IT assistance, which of the following information is relevant to collect for job analysis?
- A. Circulation information about the school
  - B. Guidance and counselling for promotion
  - C. Information on human requirements
  - D. Promotion property appreciation

STUDENT'S ID NO: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

25. An IT manager has to buy some IT equipment, she has the power to increase or decrease the number of equipment to be bought, which type of cost is this?

- A. Controllable cost
- B. direct cost
- C. opportunity cost
- D. total cost

## SECTION B

**[75 Marks]**

Answer any three questions in this section.

1. Discuss the stages of the strategic management process. (25 marks)
2. Discuss **five** processes involved in job analysis. (25 marks)
3. Examine **five** steps involved in the recruitment process. (25 marks)
4. Examine **five** benefits of performance appraisal for an organization. (25 marks)
5. Discuss **five** relevant things to consider in the procurement process. (25 marks)