



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
MARCH/APRIL 2016 EXAMINATION

SCHOOL OF EDUCATION

COURSE CODE: EDA825:

COURSE TITLE: MANAGERIAL PSYCHOLOGY

TIME ALLOWED: 2 HOURS

INSTRUCTION: Answer question one and any other two

- 1) a) What major characteristics of the school would make you describe the school as an organization?(10mks)
b) As a school manager what major strategies would you employ to manage conflict situations in your school? (10mks)
Identify and briefly explain ten (10) ways you can help colleagues and subordinates to manage stress effectively? (10mks)
- 2) a) Critically examine the functions of leadership in an organization. (10mks)
b) Identify and discuss the main sources of stress for a teacher. (10mks)
- 3) a) Identify and briefly explain the competencies you can use to measure leadership effectiveness.(10mks)
b) Explain in your own words the following terms:
 - i) management
 - ii) manager
 - iii) organization culture
 - iv) organization climate (10mks)
- 4) a) i) Define the concept of change within the context of organizations. (4mks).
ii) Distinguish between different categories of change. (6mks)

b) List and explain five reasons why planning is necessary in an organization