



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

**2021\_1 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**

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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)**