



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja.
Faculty of Education
2021_2 EXAMINATIONS.

PROGRAMME: M.ED.

COURSE TITLE: MANAGERIAL PSYCHOLOGY

COURSE CODE: EDA825

CREDIT UNIT(s): 2

TIME ALLOWED: 2 HOURS

INSTRUCTION: ANSWER QUESTION NO. ONE (1) AND ANY OTHER TWO (2) QUESTIONS

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Question 1

- a. Differentiate between organisation culture and organisation climate. **(5marks)**
- b. Explain five (5) characteristics of goals that can be used to channel effort towards achievement in an organisation. **(10marks)**
- c. As a manager, explain five (5) ways by which you can foster commitment to important organizational goals? **(15marks)**

Question 2

- a. Explain school organisation's inputs, processes and outputs in the light of systems theory. **(2marks)**
- b. Change is inevitable in an organisation, highlight and explain three (3) categories of change as stated by Ackerman (1986). **(9marks)**
- c. List and discuss three (3) strategies that can be employed to exert social influence upon attitudes. **(9marks)**

Question 3

- a. When managers implore humanistic approach to management, Mol (1990) identified some opinions in the responses of their subordinates. Explain five (5) of these opinions. **(10marks)**
- b. When a manager adopts humanistic management approach in service organisation, highlights five (5) consequences of this on the organisation. **(10marks)**

Question 4

Highlights twenty (20) principles a manager should consider if he wishes to maintain the management philosophy of cooperation in his organisation. **(20marks)**