



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2015/2016

**FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR THE
DEGREE OF MASTER OF EDUCATION IN EDUCATIONAL
ADMINISTRATION**

(CITY CAMPUS-SCHOOL BASED)

EMA 861: HIGHER EDUCATION ADMINISTRATION

Date: 14th December, 2015

Time: 9.00 - 12.00 noon

INSTRUCTIONS:

- Answer ANY THREE questions.

EMA 861 HIGHER EDUCATION ADMINISTRATION

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- 1a. Illustrate 5 ways in which a vice chancellor, being both a university personnel and Human Resource Manager, may experience role-conflict (10 marks)
- 1b. Suggest measures that may be instituted by vice chancellors to overcome the conflicts identified in (a). (10marks)
2. Examine the role of the head of a department in a university in staff motivation. (10 marks)
- b) Explain ways in which the chairperson of a department may use communication to enhance staff motivation. (10 marks)
3. Account for the investment in staff health and safety in public universities despite financial difficulties (12marks)
- b. In what ways may the challenges arising due to such investment be addressed? (8 marks)
4. Examine the effect of teaching staff active involvement in trade union bargains on job performance (20marks)

5a. Give 5 features of Total Quality Management in university administration

(6marks)

b. Examine reasons why despite the application of Total Quality Management approaches, universities may still fail in achievement of overall objectives

(15 marks)