



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## UNIVERSITY EXAMINATIONS 2023/2024

FIRST YEAR SECOND SEMESTER EXAMINATION FOR MASTER IN EDUCATION LEADERSHIP  
AND MANAGEMENT

**EMN 5152: INSTITUTIONAL LEADERSHIP AND PERFORMANCE CONTRACTING**

**DATE: APRIL 2024**

**TIME: 3 HOURS**

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**INSTRUCTIONS: Answer Question ONE and any other THREE questions.**

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### QUESTION ONE (24 MARKS)

- Giving relevant examples explain the term risks in quality management systems. (5marks)
- What is a quality procedure (5marks)
- Supposing you head one of departments in your school and you want to evaluate the quality of teaching in your department. Formulate an evaluation tool that will enable you gather this data from the students. (14marks)

### QUESTION TWO (12MARKS).

Discuss the performance contracting policies of the ministry of education (12marks)

### QUESTION THREE(12MARKS).

Giving relevant examples elaborate the quality management procedure. (12marks)

### QUESTION FOUR(12MARKS).

“Adherence to the International Organisation for Standardization (ISO) is unnecessary liability to learning institutions.” Discuss



## QUESTION FIVE (12MARKS)

Explain the following principals of quality management.

- a) Customer Focus (6marks)
- b) Relationship Management (6marks)

