



MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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UNIVERSITY EXAMINATIONS 2024/2025

**FIRST YEAR, SECOND SEMESTER EXAMINATION FOR DEGREE OF MASTER OF
EDUCATION LEADERSHIP AND MANAGEMENT**

EMN 5152: INSTITUTIONAL LEADERSHIP AND PERFORMANCE CONTRACTING

DATE: JANUARY 2025

TIME: 3 HOURS

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

QUESTION ONE (24 MARKS)

- a) Explain the meaning of the following terms
 - i) Risk assessment (2 Marks)
 - ii) Quality (2 Marks)
 - iii) Performance Contract (2 Marks)
- b) Evaluate the role of the appraiser in performance contracting and staff appraisals. (12 Marks)
- c) What is the significance of internal Audit in Quality Management System. (6 Marks)

QUESTION TWO – (12 MARKS)

Evaluate the role of the Kenya Bureau of Standards. (12 Marks)

QUESTION THREE – (12 MARKS)

Giving relevant examples, discuss the achievement of ISO in educational institutions of Kenya. (12 Marks)

QUESTION FOUR – (12 MARKS)

Examine the role of building bricks element in the total quality management. (12 Marks)

QUESTION FIVE – (12 MARKS)

Discuss how you would apply the following principals of quality management in institutional leadership.

- a) Customer focus (6 Marks)
- b) Relationship Management (6Marks)