



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY

END OF TRIMESTER EXAMINATION FOR THE DEGREE OF

BACHELOR OF COMMERCE

MAY -AUGUST 2024

- **UNIT CODE: BUH 4313**

**UNIT TITLE: INDUSTRIAL PSYCHOLOGY
RELATIONS**

TIME ALLOWED: 3 HOURS

Instructions

Answer **Question one** and **any other three**.

QUESTION ONE - Compulsory

- Define the term Industrial Psychology (1 marks)
- Explain the main role of Industrial psychology in the workplace (1 marks)
- Outline **three** functions of industrial psychology (3 marks)
- Describe **Five** key areas of industrial psychology (5 marks)

Answer any three questions

QUESTION TWO

Consider a job or occupation that you are familiar with. Explain the Counterproductive Work Behaviors (CWBs) with potential to negatively affect the performance of this job, and, as an industrial psychologist, the steps you would take to address such behaviors. (10 marks)

QUESTION THREE

As a performance management expert, you have been invited by a company to assist them conduct job evaluation and put effective systems for performance management. Explain to the manager in charge:

- a) **Five** possible compensable job factors that they can consider in this exercise. (5 marks)
- b) The steps that you need to go through while designing a job evaluation program (5 marks)

QUESTION FOUR

- a) Define recruitment (1 marks)
- b) Identify **two** types of tests that are applied during assessment (2 marks)
- c) Outline **three** importance of effective assessment during recruitment and selection process (3 marks)
- d) As a human resource practitioner, explain **four** tools that you would use to assess a candidate during recruitment and selection. (4 marks)

QUESTION FIVE

Some people argue that teamwork is just a waste of time since human beings are very diverse while others feel that they cannot achieve anything without teamwork in their organizations.

- a. Discuss **two** situations where teamwork in the workplace would be least preferable (5 marks)
- b. Explain **three** benefits of teamwork in an organization (5 marks)

QUESTION SIX

- a) Explain the concept of fairness in employee selection procedures. (1 marks)
- b) Discuss the distinction between procedural, distributive, and interactional justice (6 marks)
- c) Describe how the three concepts of justice can clarify the issue of fairness in selection procedures (3 marks)