



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY

END OF SEMESTER EXAMINATION FOR THE DEGREE OF

BACHELOR OF BUSINESS LEADERSHIP

BACHELORS OF COMMERCE

SEPTEMBER - DECEMBER 2019

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS

COURSE CODE: BUH4313 | CHR303

COURSE TITLE: INDUSTRIAL PSYCHOLOGY

EXAM DATE: TUESDAY 10TH DECEMBER, 2019

DURATION: 3 HOURS

TIME: 5:00PM-8:00PM

MODE: ONLINE

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Answer any **FOUR questions** out of the **SIX** Provided

QUESTION ONE

You are the Industrial psychologist in XYZ Company which has about 300 employees.

- a) Identify **four** ways of creating commitment by employees in the work place (4mks)
- b) Explain **three** signs which show that your employees are satisfied (6mks)

QUESTION TWO

- a) Outline **four** reasons behind the success of democratic leaders in organizations (4mks)
- b) Discuss **three** job characteristics that cause stress to employees (6mks)

QUESTION THREE

- a) Identify **two** strategies for conflict determination (2mks)
- b) Discuss **two** challenges to effective employee training in organizations (4mks)
- c) Explain **two** reasons why diversity is important in the work place (4mks)

QUESTION FOUR

- a) Outline **four** elements of compensation (4mks)
- b) Explain **three** reasons why people in organizations join groups (6mks)

QUESTION FIVE

- a) Discuss **two** elements of Performance Appraisal (4mks)
- b) Explain **three** different ways work stress affects an organization's performance (6mks)

QUESTION SIX

- a) Outline **two** major times when you must conduct job analysis an organization (2mks)
- a) Discuss **Four** ways for enhancing staff motivation (8mks)