



PAN AFRICA CHRISTIAN UNIVERSITY

END OF TERM EXAMINATION

BUH4313: INDUSTRIAL PSYCHOLOGY

MONDAY MARCH 30TH, 2015

1800HRS – 2100HRS

INSTRUCTIONS

- This exam paper has **Seven(7)** Questions
- Answer question **One** and **Any** other **Four** Questions
- Write your **student number** on the answer booklet provided.
- Read all questions carefully before attempting.
- Use a new page for every question attempted and indicate the question number on the space provided on each page of the answer sheet.

Attempt question one (Compulsory) and any other four questions

Question One

- a) Define Industrial Psychology. (2 marks)
- b) Discuss the relevance of the knowledge of industrial psychology to a Human Resource Manager. (10 marks)
- c) With suitable examples, describe the three major sub fields of industrial psychology. (8Marks)

Question Two

- a) With the use of appropriate examples, distinguish between extrinsic and extrinsic motivation (5 marks)
- b) Discuss five major Factors that drive employee motivation (15 marks)

Question Three

Bobby has been a hard working employee since he joined the Cawi Group of Companies three years ago. However his supervisor has realized that this work performance has been declining rapidly over the past 3 months. Initial observation indicates that he is suffering from stress.

- a) Describe five possible sources within the organization from which the stress could have emanated. (15marks)
- b) Highlight the impact of employee stress in the organization. (5 marks)

Question Four

- a) Organizations are increasingly working in groups in order to accomplish certain goals or meet certain needs. Discuss the basic characteristics of a group. (10 marks)
- b) Discuss the advantages and disadvantages of group decision making (7 marks)
- c) How do teams differ from groups? (3 marks)

Question Five

- a) Explain the application of emotional intelligence to leadership (8 marks)
- b) Describe the use of the following psychological tests in employee selection (12Marks)
 - i.) Achievement tests
 - ii.) Aptitude tests
 - iii.) Personality tests
 - iv) Interest tests

Question six

Describe the following job design techniques, stating the characteristics of each

- a) Job simplification (5 marks)

- b) Job rotation (5 marks)
- c) Job enlargement (5 marks)
- d) Job enrichment (5 marks)

Question Seven

- a) By use of a diagram, describe the performance management process (12 marks)
- b) Identify the purposes performance appraisal serves in an organization (8 marks)