



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF LEADERSHIP, BUSINESS & TECHNOLOGY

END OF SEMESTER EXAMINATION FOR THE DEGREE OF

BACHELOR OF BUSINESS LEADERSHIP

BACHELOR OF COMMERCE

JANUARY-APRIL 2019 SEMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS STUDIES

COURSE CODE: CHR303 | BUH4313

COURSE TITLE: INDUSTRIAL PSYCHOLOGY

EXAM DATE: TUESDAY 9th APRIL 2019

DURATION: 3 HOURS

TIME: 9:00AM-12:00PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- Answer **Question ONE** and any other **FOUR** questions
- *ALL PAC University's examination rules and regulations apply*

QUESTION ONE: COMPULSORY

- a) Highlight **two** benefits of a performance appraisal programme to you as an employee (2mks)
- b) Identify **three** reasons behind the success of democratic leaders in organizations (3mks)
- c) Highlight **three** job characteristics that cause stress to employees (3mks)
- d) Outline **four** key areas of industrial psychology (4mks)
- e) You are an Industrial psychologist in Moon Company which has about 300 employees.
Explain **four** indicators that would show that the employees are satisfied (8mks)
- f) As an industrial psychologist in XYZ company explain **four** roles you would have in the organization (8mks)
- g) Explain **three** components of compensation in organizations (6mks)
- h) Discuss **three** reasons in support of external recruitment (6mks)

QUESTION TWO

- a) Outline **three** types of tests given during employee selection process (3mks)
- b) Explain **three** objectives of job evaluation (6mks)
- c) Explain **three** advantages of empowering employees (6mks)

QUESTION THREE

- a) Identify **three** challenges of effective training for your employees (3mks)
- b) Explain **three** reasons why you would encourage internal recruitment in an organization (6mks)
- c) Discuss **three** different ways in which work stress affects organizations in Kenya (6mks)

QUESTION FOUR

- a) Identify **Five** reasons for training in organizations (5mks)
- b) Explain **two** reasons why diversity is important in the work place (4mks)
- c) Discuss **three** methods of solving intergroup conflict (6mks)

QUESTION FIVE

- a) Outline the importance of job analysis in an organization (5mks)
- b) Discuss **five** ways of creating employee commitment in the work place (10mks)

QUESTION SIX

- a) Highlight **three** types of groups in organizations (3mks)
- b) Discuss **three** challenges addressed by Industrial Organizational Psychology (6mks)
- c) Explain **three** causes of conflicts in organizations (6mks)