



PAN AFRICA CHRISTIAN UNIVERSITY

END OF TERM EXAMINATION

BUH4313: INDUSTRIAL PSYCHOLOGY - VR

TUESDAY MARCH 31ST, 2015

1800HRS – 2100HRS

INSTRUCTIONS

- This exam paper has **Seven(7)** Questions
- Answer **Any Five** 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.

Question one

- (a) “Using either a study group for forthcoming examinations or a team in a fast food outlet, discuss the key characteristics of an effective workgroup.” (10 Marks)
- (b) “You have recently attended a seminar on the nature of conflict and its resolution. Brief a group of supervisors on potential causes of conflict.” (10 Marks)

Question two

- (a) “In the context of a busy call centre, discuss why workplace stress can lead to possible problems for management.” (10 Marks)
- (b) As a newly-promoted supervisor, you wish to recommend a change in job design to increase the motivation of members of your workgroup. Identify and briefly explain changes in job design that you would recommend and justify your choice. (10 Marks)

Question three

- (a) Give one example of a formal workgroup and one example of an informal workgroup, and outline two ways in which they differ. (10 marks)
- (b) Describe the characteristics of an effective leader, using organisational examples (10 Marks).

Question four

- (a) Identify and explain five personnel assessment tools (10 Marks)
- (b) Identify and explain five importance of effective assessment tests (10 Marks)

Question five

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 principles of job evaluation (10 Marks).
- b) Explain factor comparison method and the steps involved in factor comparison method (10 Marks).

Question six

- (a) Outline the meaning of the term ‘non-financial rewards’. Illustrate your answer with examples (5 Marks).
- (b) Explain the main reasons why most organisations consider non-financial rewards to be an important part of their overall reward package (10 Marks).

Question Seven

- (a) Define appraisal (2 marks).
- (b) Identify and explain the five purposes and outcomes of performance appraisal (10 Marks).
- (c) Explain four methods of job appraisal (8 Marks).