



PAN AFRICA CHRISTIAN UNIVERSITY

END OF TERM EXAMINATION

BUH4313: INDUSTRIAL PSYCHOLOGY RELATIONS

THURSDAY JULY 31ST, 2014

1800HRS – 2100HRS

INSTRUCTIONS

- This exam paper has **Seven** Questions
- Answer **Any Five** Questions
- Write your **student number** on the answer booklet provided.
- Read all questions carefully before attempting.

QUESTION ONE

- a) Explain **Four** personal characteristics associated with effective leadership (8 Marks)
- b) Describe the following leadership styles (12 Marks)
 - 1. Servant Leadership
 - 2. Transformational leadership style
 - 3. Transactional leadership style
 - 4. Charismatic Leadership

QUESTION TWO

- a) Define recruitment? (2 Marks)
- b) Describe **Two** types of tests that are applied during assessment (4 Marks)
- c) Discuss **Three** importance of effective assessment during recruitment and selection process (6 Marks)
- d) As a human resource practitioner, explain **four** tools that you would use to assess a candidate during recruitment and selection. (8 Marks)

QUESTION THREE

- a) Describe the five stages of a normal group formation process (10 Marks)
- b) Some people argue that team work is just a waste of time since human beings are very diverse while others feel that they cannot achieve anything without team work in their organizations. Explain **five** reasons why you would use team work in your organization. (10 Marks)

QUESTION FOUR

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 jobs factors that they can consider in this exercise. (10 Marks)
- b) Steps that you need to go through while designing a job evaluation program (10 Marks)

QUESTION FIVE

- c) Using your own words, define the term Industrial Psychology? (2marks)
- d) Discuss the main role of Industrial psychology at the work place? (2 Marks)
- e) Explain **three** functions of I-O Psychology (6 marks)
- f) Describe **Five** Key areas of I-O Psychology (10 Marks)

QUESTION SIX

- a) Discuss five ways that you can use to motivate your employees without adding their salaries. (10 Marks)
- b) Describe the importance of motivation to an organization? (10 marks)

QUESTION SEVEN

- a) Differentiate between job analysis and job evaluation (2Marks)
- b) Describe **four** purposes of job analysis in an organization. (8 Marks)
- c) Describe **five** functions of Job Analysis (10 Marks)