



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

MAY – AUGUST 2018

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS

COURSE CODE: BUE4313 | CHR303

COURSE TITLE: INDUSTRIAL PSYCHOLOGY

EXAM DATE: TUESDAY 14TH AUGUST 2018

TIME: (6.00AM-Midnight)

INSTRUCTIONS

- Read all questions carefully before attempting.
- Answer ALL QUESTIONS in SECTION A and THREE Questions in SECTION B
- *Write clearly and legibly.*
- *ALL PAC University's examination rules and regulations apply*

SECTION ONE ANSWER ALL THE QUESTIONS {10 MARKS}

QUESTION ONE

- 1.** Which of the following is most focused on the characteristics of the worker?
 - A.** Ergonomics
 - B.** Human relations approach
 - C.** Scientific management
 - D.** Industrial psychology

- 2.** Which of the following is an example of 360-degree feedback?
 - A.** an employee receiving feedback on her ability to successfully demonstrate required knowledge, skills, and abilities
 - B.** an employee receiving feedback that has been completed by two supervisors, so as to avoid rating errors
 - C.** an employee evaluating her own performance and sharing that with her supervisor
 - D.** an employee receiving feedback from her supervisor, her peer, and her subordinate

- 3.** Allowing employees to focus in on job activities that are most consistent with their individual talents is an example of
 - A.** strengths-based management
 - B.** theory X management
 - C.** employee commitment.
 - D.** transactional leadership.

- 4.** An employee who decides to stay at a workplace because s/he is concerned about the lack of other job prospects or because she does not want to relocate has
 - A.** affective commitment.
 - B.** normative commitment
 - C.** continuance commitment.
 - D.** cognitive commitment

- 5.** Rank the following views of people's work in order from least amount of personal meaning to most
 - A.** career, job, calling

- B.** calling, job, career
- C.** job, career, calling
- D.** career, calling, job

6. Which of the following is an example of role conflict?

- A.** a worker who is going through a divorce and is unable to complete his job responsibilities
- B.** a worker who is having conflict with one of her subordinates
- C.** a worker who has just been promoted to supervisor and who is having problems relating to her supervisees
- D.** a worker who is being sexually harassed by his co-worker

7. A job analysis includes a focus on which of the following?

- A.** the economic value of a specified occupation
- B.** employee selection
- C.** creation of an employee manual
- D.** providing employees with feedback about their job performance

8. A(n) _____ leader is most likely to emphasize an exchange relationship between the worker and the leader.

- A.** transformational
- B.** theory Y
- C.** transactional
- D.** harassing

9. Instructing employees on specific parts of the job that they may not have experience with is called

- A.** performance appraisal
- B.** leadership.
- C.** job analysis
- D.** training

10. Where do most qualified job applicants come from?

- A.** the internet
- B.** the newspaper
- C.** "head hunters"
- D.** career fair

SECTION B ANSWER THREE QUESTIONS ONLY {30MARKS}

QUESTION TWO

- a) Discuss **Four** reasons behind the success of democratic leaders in organizations(8mks)
- b) Identify **two** job characteristics that cause stress to employees(2mks)

QUESTION THREE

- a) Explain **three** ways work stress affects organizations(6mks)
- b) State **four** ways you would employ to enhance staff motivation in your organization(4mks)

QUESTION FOUR

- a) Discuss **three** causes of conflicts in organizations(6mks)
- b) Explain **two** strategies for conflict determination(4mks)

QUESTION FIVE

- a) Describe **four** reasons why performance appraisal is critical to organizations(8mks)
- b) State **two** reasons why organizations recruit from within(2mks)

QUESTION SIX

- a) Explain **three** indicators of employee satisfaction in an organization as an Industrial psychologist(6mks)

b) Identify **four** ways of creating commitment by employees in the work place(**4mks**)