



PAN AFRICA CHRISTIAN UNIVERSITY

BACHELORS OF BUSINESS LEADERSHIP/COMMERCE

END OF TERM EXAMINATION

DEPARTMENT: BUSINESS

COURSE CODE: BUH 4313

COURSE TITLE: INDUSTRIAL PSYCHOLOGY

EXAM DATE: FRIDAY 5th AUGUST 2016

TIME: 1730HRS – 2030HRS

INSTRUCTIONS

- **You are required to ATTEMPT FOUR Questions.**
- **Question ONE is COMPLUSORY**

QUESTION ONE

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) 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).**
- (c) Give one example of a formal workgroup and one example of an informal workgroup, and outline two ways in which they differ **(10 marks).**
- (d) Explain why stress levels might increase for workers in times of economic uncertainty **(2 Marks).**
- (e) Discuss how management should tackle stress in such circumstances. Your answer should concentrate on the organizational level **(8 Marks).**

QUESTION TWO

- (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 THREE

- (a) Highlight five elements of emotional intelligence **(5 Marks).**
- (b) Identify and explain five importance of Job Analysis **(10 Marks).**

QUESTION FOUR

Describe any two of the following means of resolving conflict situations and explain the circumstances in which they might be most effective:

- (i) Compromise
- (ii) Avoidance
- (iii) Third party involvement
- (iv) Grievance procedures **(10 Marks).**
- (b) Highlight five reasons why effective leadership is important **(5 Marks).**

QUESTION FIVE

- (a) Identify five personnel assessment tools **(5 Marks).**
- (b)) Identify and explain five importance of effective assessment tests **(10 Marks)**