

BHR 4202 - INDUSTRIAL PSYCHOLOGY
EXAMINATION – PAPER ONE

QUESTION ONE

- a. According to Carl Rogers, people strive for “self-actualization”. Discuss (6marks)
- b. Industrial psychologists advise businesses and organizations on a variety of subjects
Discuss the benefits that an organization may enjoy by acting on the advice (6 marks)
- c. Describe any TWO learning theories that are relevant to training of employees (10marks)
- d. Herzberg’s two – factor theory of motivation has been widely used to develop advances
in human motivation. Illustrate how job redesign relates to motivation as per this theory
(8marks)

QUESTION TWO

- a. Discuss any THREE external forces of change. (6 marks)
- b. In psychological models of communication, for human communications to be effective
both the source and the receiver are influenced by FOUR major components. Describe
those components. (8marks)
- c. Explain the process of managing organizational change with the aid of Kurt Lewin’s
model. (6 marks)

QUESTION THREE

- a. Discuss the types of conflict a manager could face in an organization (10marks)
- b. Explain strategies, which can be used to manage stress in a 21st century organization.
(10marks)

QUESTION FOUR

- a. Emotional intelligence is an important element in organizational productivity. Discuss
(12marks)
- b. Describe the behaviorist approach to behavior modification using operant conditioning as
an example (8 marks)

QUESTION FIVE

- a. Discuss TWO aspects of productive behavior and how they contribute to organizational
productivity (6marks)
- b. Discuss THREE advantages of informal communication to an organization (6marks)
- c. Discuss any FOUR application areas of community psychology (8 marks)