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**TECHNICAL UNIVERSITY OF MOMBASA**

**SCHOOL OF BUSINESS**

**DEPARTMENT OF ACCOUNTING & FINANCE**

**UNIVERSITY EXAMINATION FOR:**

**BACHELOR OF COMMERCE**

**BHR 4202: INDUSTRIAL PSYCHOLOGY**

**END OF SEMESTER EXAMINATION**

**SERIES: DECEMBER 2016**

**TIME: 2HOURS**

**DATE:**Pick DateSelect MonthPick Year

**Instructions to Candidates**

You should have the following for this examination

*-Answer Booklet, examination pass and student ID*

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

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**QUESTION ONE**

a) Describe the following terms

- i. Ergonomics (**3marks**)
- ii. Community Psychology (**3marks**)

b) ABC Technologies has advertised for the position of Industrial Psychologist. Describe the responsibilities to be undertaken by the successful candidate (**10 marks**)

c) Discuss the following approaches to explaining human behaviour. (**6marks**)

- i. Behavioral perspective (**3marks**)
- ii. Cognitive perspective (**3marks**)

- d) Describe the influence of Industrial Psychology on the following human resource management Functions **(8marks)**

### **QUESTION TWO**

- a) Describe the major factors that contribute to occupational stress. **(12marks)**
- b) Explain FOUR organizational strategies which can be used to manage stress in a 21<sup>st</sup> century organization **(8marks)**

### **QUESTION THREE**

- a) Discuss THREE advantages of informal communication to an **organization** **(6marks)**
- 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) Discuss any THREE external forces of change. **(6 marks )**

### **QUESTION FOUR**

- (a) Describe the characteristics of Type-A and Type-B personality. **(12 marks)**
- (b) Describe FOUR third party negotiation approaches **(8 marks)**

### **QUESTION FIVE**

- a) Describe the influence of the following theories of motivation on human behaviour. **(12marks)**
- b) Describe the requirements for effective Learning **(8marks)**