



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF BUSINESS  
DEPARTMENT OF BUSINESS ADMINISTRATION  
**UNIVERSITY EXAMINATION FOR:**  
BACHELOR OF COMMERCE/ BACHELOR OF BUSINESS  
ADMINISTRATION  
BHR 4202: INDUSTRIAL PSYCHOLOGY  
END OF SEMESTER EXAMINATION  
**SERIES:AUGUST2019**  
**TIME:2HOURS**  
**DATE:Pick DateAug2019**

## **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 (COMPULSORY)**

(a) Explain FIVE goals of industrial psychology.

[5 marks]

(b) Explain FIVE main areas that professionals in industrial psychology work on in an organization.

[5 marks]

(c) Explain FIVE key determinants of personality development.

[5 marks]

(d) Explain FIVE reasons why employees are likely to resist change in an organizations.  
[5 marks]

(e) Explain FIVE main courses of conflicts in organizations.  
[5 marks]

(f) Explain FIVE core values that guide organization development.  
[5 marks]

**QUESTION TWO (20 MARKS)**

Discuss the main elements of the communication process and the likely barriers to effective communication.  
[20 marks]

**QUESTION THREE (20 MARKS)**

(a) Explain the meaning of stress and justify the desirability of mild stress among employees.  
[6 marks]

(b) Discuss SEVEN strategies that an organization can adopt to reduce stress among its employees.  
[14 marks]

**QUESTION FOUR**

Discuss the objectives and key features of organizational development.  
[20 marks]

**QUESTION FIVE**

Job analysis and job descriptions serve as the basis for various human resource activities. Discuss.  
[20 marks]