



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF ARTS

APS 412: ORGANIZATIONAL PSYCHOLOGY

DATE: 22/10/2020

TIME: 8:30 – 10:30 AM

INSTRUCTIONS: Answer QUESTION ONE and any other TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define organizational psychology (4 marks)
- b) Discuss the importance of learning organizational psychology (6 marks)
- c) Using a well labelled diagram, illustrate Maslow's hierarchy of needs (10 marks)
- d) Discuss the role of theory in work motivation (10 marks)

QUESTION TWO (20 MARKS)

- a) Discuss the importance of job analysis (10 marks)
- b) Explain the importance of job description (10 marks)

QUESTION THREE (20 MARKS)

- a) Describe the characteristics of a workaholic (10 marks)
- b) Explain the following methods of motivating workers through reinforcement schedules (10 marks)
 - i. Continuous schedules
 - ii. Interval schedule

QUESTION FOUR (20 MARKS)

- a) Discuss the importance of intrinsic motivation over extrinsic as a psychologist (10 marks)
- b) Explain the importance of worker motivation (10 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the personality characteristics associated with job satisfaction (10 marks)
- b) Explain the role of an organization in ensuring job satisfaction (10 marks)