



MACHAKOS UNIVERSITY

University Examinations 2021/2022 Academic Year

SCHOOL OF BUSINESS, ECONOMICS, HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF BUSINESS ADMINISTRATION AND FINANCE

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE (HUMAN RESOURCE MANAGEMENT OPTION)

BBA 422: INDUSTRIAL PSYCHOLOGY

DATE: 22/8/2022

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question **One (compulsory)** and any Other **Two** Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Organizational socialization is key to the success of an organization. In view of this statement;
- i. Discuss the key steps in this process (6 marks)
 - ii. Explain the role of communication in the socialization process (4 marks)
- b) Problem solving is a process. Discuss (10 marks)
- c) In the recent past XYZ Company management has been having constant conflict with its workforce. They have invited you as a specialist in industrial psychology to assist them to understand and manage the situation. Advise them on any four modes or styles of conflict resolution that they could use to resolve the issues at hand or any other potential conflicts in the future; clearly outlining the skills required and scenarios when they would be applicable. (10 marks)

QUESTION TWO (20 MARKS)

- a) Scholars in industrial psychology have established that there are various determinants of organizational climate. Briefly discuss five such determinants clearly showing how they inform the nature of organizational climate. (10 marks)
- b) You have been contracted by an organization to help them with the design and redesign of jobs. Explain in details any five major approaches that you would recommend. (10 marks)

QUESTION THREE (20 MARKS)

Groups can powerfully affect people's behavior. Knowledge of how and why groups form and understanding of their dynamics including problem solving can help managers function better in managing group activities.

- a) Explain the phases of group formation according to Tuckman by 1975 highlighting the key features at each stage. (10 marks)
- b) Analyze any five features of a group (5 marks)
- c) Highlight five characteristics of ineffective groups (5 marks)

QUESTION FOUR (20 MARKS)

Different leaders use different styles of leadership and draw their power from different sources. In view of this statement.

- a) Explain any four leadership styles that leaders adopt giving two advantages and two disadvantages of each. (10 marks)
- b) Discuss the sources of power for leaders according to Raven and French, 1959. (10 marks)

QUESTION FIVE (20 MARKS)

An organization is in the process of starting a firm and contracts you to help in designing its structure.

- a) Detail the key elements that you will put into consideration when undertaking the task. (12 marks)
- b) Explain to the management any four purposes of organizing as a managerial function

(8 marks)