



MACHAKOS UNIVERSITY

University Examination for 2017/2018 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: 5/12/2017

TIME: 2:00 – 4:00 PM

Instructions:

Answer question ONE and any other TWO questions

QUESTION ONE (COMPULSORY) 30 MARKS

- a) Define the following terms
- | | |
|--------------------------------|-----------|
| (i) Psychology | (2 marks) |
| (ii) Organizational Psychology | (2 marks) |
| (iii) Human factor | (2 marks) |
| (iv) Communication | (2 marks) |
| (v) Personnel | (2 marks) |
- b) Identify five problems organizations face in regard to employees (4 marks)
- c) Describe two factors you would consider when selecting an employee for a job (4 marks)

- d) Describe five objectives of a good human factor (5 marks)
- e) Explain 3 barriers to effective communication in an organization (6 marks)

QUESTION TWO (20 MARKS)

- a) Identify three strategies you would use to improve the psychological health of employees (12 marks)
- b) What procedure would you follow before terminating an employee (8 marks)

QUESTION THREE (20 MARKS)

Giving relevant examples, discuss five organizational psychology strategies you would use to solve work related problems.

QUESTION FOUR (20 MARKS)

- a) Discuss the four factors that can lead to organizational difficulties (12 marks)
- b) Describe four factors to consider when preparing a personnel training program (8 marks)

QUESTION FIVE (20 MARKS)

- a) You have been contracted to assist an upcoming company design an effective work environment. Discuss five key factors you would put into consideration. (10 marks)
- b) Explain five methods of enhancing communication within an organization (10 marks)