



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF ARTS

APS 412: ORGANIZATIONAL PSYCHOLOGY

DATE: 8/5/2019

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and any other Two Questions

QUESTION ONE (30 MARKS) (COMPULSORY)

- a) Define the following terms
 - i. Organizational Psychology (2 marks)
 - ii. Performance appraisal (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 (5 marks)
- c) Describe two factors you would consider when selecting an employee for a job (4 marks)
- d) Appraise the specific elements within systems that need to be considered to make the work environment more effective (5 marks)
- e) Explain three barriers to effective communication in an organization (6 marks)

QUESTION TWO (20 MARKS)

- a) Describe four internal human resource strategies that can be used to deal with decline in performance of an employee (12 marks)

- b) Explain eight problems that could be faced by human resource managers in relation to organisational needs and objectives (8 marks)

QUESTION THREE (20 MARKS)

- a) Listing relevant examples, discuss four strategies that can be used to enhance communication in organisations. (8 marks)
- b) Explain four factors related to employees that could lead to organizational difficulties not managed well (12 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss four key issues that are commonly raised in relation to work-related stress and psychological injury (12 marks)
- b) Describe four Psychological Strategies you could use to deal with the factors raised in relation to work (8 marks)

QUESTION FIVE (20 MARKS)

- a) Analyze the three domains of human factors you could consider when designing a work environment (15 marks)
- b) State five objectives of the human factor (5 marks)