



UNIVERSITY EXAMINATIONS

2ND SEMESTER 2023/2024 ACADEMIC YEAR

**SECOND YEAR EXAMINATION FOR THE DEGREE OF
BACHELOR OF EDUCATION**

PSYC 221: INDUSTRIAL ORGANISATIONAL PSYCHOLOGY

STREAM: R

TIME: 2 HRS

DAY: WEDNESDAY (11.30-1.30PM) DATE: 10/4/24

THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

PLEASE DO NOT OPEN UNTIL THE INVIGILATOR SAYS SO.



INSTRUCTIONS: ANSWER ALL QUESTIONS IN SECTION A AND CHOOSE ANY OTHER TWO QUESTIONS FROM SECTION B.

SECTION A (30 MARKS)

QUESTION ONE (30 MARKS)

- (a). Discuss **FIVE** roles of human resource officer in an organization **(10marks)**
- (b). Using various examples, Explain the important elements of behavioural Science to an organization **(10marks)**
- (c) Discuss the advantages of organizational communication **(10marks)**

SECTION B ANSWER ANY OTHER TWO QUESTIONS (40 MARKS)

QUESTION TWO (20 MARKS)

- (a). Discuss the classifications of human needs according to Abraham Maslow **(10marks)**
- (b). Define the following terms as used in industrial organizational psychology
 - Motivation **(2 marks)**
 - Attitude **(2 marks)**
 - Perception **(2 marks)**
 - Persuasion **(2 marks)**
 - Socialization **(2 marks)**

QUESTION THREE (20 MARKS)

- (a). Discuss the principles of creating an effective public relation plans in an organization **(10 marks)**
- (b). Describe **FIVE** rules of brain storming during problem solving process in an organization **(10 marks)**



QUESTION FOUR (20 MARKS)

- (a). Explain **FIVE** ways in which conflict affects development of an organization **(10 marks)**
- (b). Describe **FIVE** roles or powers of an arbitrator to grant interim relief and measures of protection he/ she may consider necessary in a case **(10 marks)**

