



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2020/2021

DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING (DSVOL)

SECOND TRIMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF ARTS

(PSYCHOLOGY)

APS 412: ORGANIZATIONAL PSYCHOLOGY

DATE: Tuesday, 18th May 2021

TIME: 4.30 p.m. - 6.30 p.m.

INSTRUCTIONS: Answer Question 1 and any other TWO questions.

Question 1

- a) Explain two roles of an Industrial/Organizational psychologists in an organization. (4 marks)
- b) Differentiate between task-oriented and worker-oriented job analysis. (6 marks)
- c) Explain three benefits of the knowledge of emotional intelligence in organization. (6 marks)
- d) Discuss three types of barriers to effective communication in organizations. (6 marks)
- e) Describe four elements one should consider when designing an effective work environment. (8 marks)

Question 2

Mary is a coworker in your agency. She has been a valuable employee to your group and one of the most respected experts in her field. You notice lately, though, that she is more reserved and is absent quite a bit. you hear her quietly crying. She is a bit jumpy while she is at work, always looking over her shoulder when she goes somewhere. You ask her to lunch one day and voice your concern. Mary says she is having some problems but she says she can handle them herself. Several weeks later you notice that Mary's fear has escalated. She rarely leaves the building. When she must leave, she moves quickly, always covering her face. She works erratic hours. Her fear is really beginning to affect everyone at work. you are all concerned for her but don't know what is going on. You begin to wonder if there is a real danger, both to Mary and to the rest of you who work with her.

- a) Identify four irrational or maladaptive thoughts Mary could be harbouring. (8 marks)

- b) Describe four steps in cognitive restructuring process that you as an I/O psychologist can use to handle Mary's troubles. (12 marks)

Question 3

Discuss five psychological constraints in Decision-making process. (20 marks)

Question 4

Describe five intervention measures that can be put in place to enhance the health of employees at the workplace. (20 marks)

Question 5

As an organizational psychologist, discuss how you would apply the following theories in an organization that you are working for to enhance employee motivation.

- i) Expectancy/incentive theory (10 marks)
- ii) Herzberg's Two-Factor theory (10 marks)
