



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2017/2018
FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
HUMAN RESOURCE MANAGEMENT

BHM 422: INDUSTRIAL PSYCHOLOGY

DATE: Monday, 5th February 2018

TIME: 11.00a.m-1.00p.m

INSTRUCTIONS:

Answer Question ONE and any other TWO Questions

Question One

(a) Differentiate between the following terms and give examples:

(i) Trait and Personality (4marks)

(ii) Stress and frustration (4marks)

(b) Give four roles of an industrial psychologist (4marks)

(c) Using examples, suggest four ways that you would positively reinforce punctuality among staff members of an organization. (8marks)

(d) Describe the problem solving process that you would use when retrenching staff in your organization. Give examples (10marks)

Question Two

(a) Explain three ways in which our personalities contribute to job choice (6marks)

(b) Using an illustration discuss how you would identify the worker's needs according to the Maslow's hierarchy of needs. (14marks)

Question Three

Jean and Joe are two star colleagues working in the same unit in Marble Inc. They come to you as the human resource personnel. They are constantly engaged in conflicts and lack the team ability to meet deadlines as expected. Jean complains that Joe is malicious and is only interested in her downfall.

(a) Describe four conflict resolution skills that you would employ to help Jean and Joe resolve their conflict (12marks)

(b) Give one reason why you have chosen each of the conflict resolution skills used in (a) above (8marks)

Question Four

You have been invited to give a talk on stress management among workers in safaricom Kenya.

Discuss five stress coping strategies that you would discuss and their importance for the workers in the company. (20marks)