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MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS 2016/2017 ACADEMIC YEAR**

**FOURTH YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: BHR 410**

**COURSE TITLE: INDUSTRIAL PSYCHOLOGY**

**DATE: 16\\\\\TH MAY, 2017 TIME: 1100 – 1300HRS**

**INSTRUCTIONS TO CANDIDATES**

* Question **ONE** is compulsory
* Answer any other **THREE** questions

*This paper consists of 2 printed pages. Please turn over.*

**Question one**

1. Citing relevant examples discuss the following terms
   1. Aggressive - defensive culture  **4 marks**
   2. Employee diversity  **4 marks**
   3. Cognitive knowledge  **2 marks**
2. Psychology is considered an important area of human resource management. Explain why human resource managers need to study psychology **5 marks**
3. After being hired as a recruitment consultant of Unga ltd, you were to prepare the details of the recruitment process. Discuss the factors will you consider, showing their relevance to the organization. **10 marks**

**Question two**

1. Using relevant examples discuss Vroom’s theory of motivation showing how its aided by Industrial psychology **7marks**
2. Giving appropriate examples discuss the eight psychological types identified by Carl Jung **8 marks**

**Question three**

1. Briefly explain the different types of mental ability **6 marks**
2. Your organization is carrying out a typical/commercial skills appraisal system. Prepare a check list of the factors to consider and explain its importance  **9 marks**

**Question four**

The employee’s needs have been considered as functions of motivation by both Maslow and McClelland; compare and contrast their approach to needs as functions of motivation  **15 marks**

**Question five**

1. Diversity is both a positive and negative factor in any organization; discuss the statement **9 marks**
2. Leadership effectiveness is influenced by four leadership styles. Discuss the three leadership styles **6 marks**

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EXAM B

Question one

1. Discuss the following terms
   1. Hawthorne effect 3 marks
   2. Aggressive-defensive organizational culture 3 marks
   3. Hypothesis 2 marks
2. Briefly discuss the causes of stress at the work place 6 marks
3. Discuss the three critical characteristics of effective leadership 6 marks

Question two

* 1. Discuss the five factors personality model 10 marks
  2. Briefly explain five psychometric tests 5 marks

Question three

1. Compare and contrast 3600 appraisal method and any other form of appraisal known to you 6marks
   * + - 1. As the new human resource manager of Maji Mazuri Co Ltd, the CEO has asked you to prepare an employee’s performance measure guideline for the end of the year performance appraisal. Explain the key areas of consideration 9 marks

Question four

The management of Mumias Sugar Co Ltd has requested you to train their HR employees on the recruitment process. Prepare the teaching notes showing the key factors to consider and why they are key to the organization 15 marks

Question five

John Adair’s action-centered leadership model is considered an excellent guide in training teams and groups. Explain the model showing its three levels 15 marks

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