

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**University Examinations 2018/2019**

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN INDUSTRIAL MATHEMATICS**

**HBC 2211: INTRODUCTION TO INDUSTRIAL AND ORGANIZATIONAL PSYCHOLOGY**

**DATE: DECEMBER, 2018 TIME: 3 HOURS**

INSTRUCTIONS: ANSWER QUESTIONS ONE (COMPULSORY) AND ANY OTHER THREE QUESTIONS

**QUESTION ONE: 30 MARKS**

New Dawn Enterprise has suffered high rate of employee turn over for the last few years. You have been hired as the new Manager and the owner has faith in your ability.

a. Explain six strategies you intend to put in place for increasing employee productivity. (18 marks)

b. Describe four disastrous effects of high employee turn over. Give appropriate examples in each case. (12 marks)

**QUESTION TWO: 20 MARKS**

a. Describe Maslow’s Hierarchy of needs theory. (10 marks)

b. Explain how a manager would apply Maslow’s Hierarchy of need theory to enhance organizational performance. (10 marks)

**QUESTION THREE: 20 MARKS**

a. Highlight four characteristics of industrial /organizational psychology.

(4 marks)

b. Describe four benefits of performing job analysis. (16 marks)

**QUESTION FOUR: 20 MARKS**

a. Identify five causes of stress in the work place. (5 marks)

b. Discuss five types of leadership and their applicability in real situations.

(15 marks)