

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF PSYCHOLOGY

PSYC 223: INDUSTRIAL AND ORGANISATIONAL PSYCHOLOGY

STREAMS: B PSYC Y2S1

TIME: 2 HOURS

DAY/DATE: THURSDAY 06/12/2018

2.30 P.M – 4.30 P.M

INSTRUCTIONS

- **Question one is compulsory. Choose three other questions**

1. (a) “Industrial and organizational psychology has a dual nature” Elaborate on this statement. [5 marks]
(b) Outline three activities of industrial and organizational psychologists. [3 marks]
(c) Describe the following types of conflicts in organization.
(i) Functional conflict [5 marks]
(ii) Dysfunctional conflict [5 marks]
(d) Describe the following concepts in relation to employee recruitment.
(i) Affirmative action [4 marks]
(ii) Reasonable accommodation [3 marks]
2. (a) Describe the rationale for organizational communication. [3 marks]
(b) Evaluate critically the dysfunctions of organizational communication. [12 marks]
3. The I/O psychologists need to understand various ways of making decisions. In relation to this statement describe the following decision making models;
(i) Rational model
(ii) Bounded rationality model
(iii) Unstructured decision making
(iv) Garbage can model
(v) Political model [15 marks]

4. (a) Highlight any three sources of conflicts in organizations. [3 marks]
- (b) Using appropriate examples, discuss the following approaches to conflict reduction in work settings;
- (i) Compromise
 - (ii) Avoidance
 - (iii) Collaboration
 - (iv) Competence [12 marks]
5. (a) Examine the following approaches to leadership.
- (i) Trait approach [3 marks]
 - (ii) Transformational leadership [4 marks]
- (b) Discuss the reasons for employee appraisal on job performance in an organization. [8 marks]
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