CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE
OF BACHELOR OF PSYCHOLOGY**

PSYC 223: INDUSTRIAL AND ORGANIZATIONAL PSYCHOLOGY

STREAMS: B of PSYCHOLOGY Y2S2   **TIME: 2 HOURS**

DAY/DATE: THURSDAY 7/12/2017   **2.30 P.M - 4.30 P.M.**

INSTRUCTIONS:
- **Answer Question ONE and any other THREE Questions.**
- **Do not write anything on the question paper**

QUESTION ONE [25 MARKS]
(a) Explain the following in relation to industrial and organizational set ups;
   (i) Organizational communication   [2 Marks]
   (ii) Affirmative action   [3 Marks]

(b) Examine critically the following approaches to leadership;
     (i) Transformational leadership   [3 Marks]
     (ii) Trait approach   [3 Marks]

(c) Describe the following information processing routes to persuasion;
   (i) Central route   [2 Marks]
   (ii) Peripheral route   [2 Marks]

(d) Discuss the features of active listening.   [4 Marks]

(e) Discuss the reasons for employee appraisal on job performance in organization.   [6 Marks]

QUESTION TWO [15 MARKS]
(a) Give descriptions of different roles played by individuals in organizations.   [5 Marks]
(b) Evaluate critically the dysfunctions of organizational communications.   [10 Marks]

QUESTION THREE [15 MARKS]
Analyze critically FIVE principles of Public Relations in an organizational set up.   [15Marks]

QUESTION FOUR [15 MARKS]
(a) Distinguish between work group and a work team in relation to organizational socializations.
[2 Marks]

(b) Discuss the following team concepts that underlie groups and team behaviour
      (i) Roles   [3 Marks]
      (ii) Norms   [3 Marks]
      (iii)Group cohesiveness   [3 Marks]
      (iv)Team conflict   [2 Marks]
      (v) Process loss   [2 Marks]

QUESTION FIVE [15 MARKS]
(a) Assuming that you have been appointed as the manager in charge of human resource department in your county, demonstrate your understanding of the major functions you will undertake in you new placement. [15 Marks]
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