



## MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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### University Examinations 2011/2012

THIRD YEAR, SECOND SEMESTER EXAMINATIONS FOR THE DEGREE OF  
BACHELOR OF COMMERCE

#### HCB2313: INDUSTRIAL PSYCHOLOGY

**DATE: APRIL 2012**

**TIME: 2 HOURS**

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**INSTRUCTIONS:** Answer question *one* and any other *two* questions

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#### QUESTION ONE (30 MARKS)

- Briefly explain five determinants of learning or change of behavior in human beings (10 Marks)
- Explain various causes of stress in modern organizations (10 Marks)
- Discuss five factors that influence personality of employees at the workplace (10 Marks)

#### QUESTION TWO (20 MARKS)

- Conflict in organizations can arise from a variety of sources. Explain five possible personnel factors that cause conflicts in organizations (10 Marks)
- With illustration from a modern organization, explain the elements of communication process (10 Marks)

#### QUESTION THREE (20 MARKS)

- Human thought processes are affected by several biases and errors. Discuss five of these biases to reasoning rationality (10 Marks)
- Identify the five needs in Maslow's need hierarchy and differentiate among them (10 Marks)

#### QUESTION FOUR (20 MARKS)

- Discuss three broad contribution factors that may cause depression and their significant symptoms (12 Marks)
- Explain four signs of substance abuse on an employee at the workplace (8 Marks)

**QUESTION FIVE (20 MARKS)**

- a. Explain briefly five forms of electronic communication used by managers to reach their publics in the modern business world (10 Marks)
- b. It is normal for organizational members to resist change. Discuss five tactics that a manager may use to overcome resistance to change at the workplace (10 Marks)