



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2017/2018

THIRD YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION WITH INFORMATION TECHNOLOGY

MAIN CAMPUS

ABA 307: INDUSTRIAL PSYCHOLOGY

Date: 13th February, 2018

Time: 3.30 - 6.30pm

INSTRUCTIONS:

- Answer Question ONE and any other THREE.
- Question ONE carries 25 marks. The others carry 15 marks each



1: a) According to Eric Berne people interact with one another from any one of three ego states. Examine the three states. (15mks)

c) Explain the ways in which workers can be motivated at the workplace. (10mks)

2: Discuss the main causes of individual differences that influence work behavior. (15mks)

3: Advance and explain statutory and non statutory employee welfare schemes (15mks)

4: Explain the functions that attitudes perform for individuals in an organization (15mks)

5: Critically examine causes of stress at work (15mks)

6: Discuss factors that affect Job Design (15 mks)