

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

## JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY

**UNIVERSITY EXAMINATIONS 2018/2019**

**YEAR 1 SEMESTER 1 EXAMINATION FOR THE DIPLOMA IN HUMAN RESOURCE**

**HSS 0102: INDUSTRIAL PSYCHOLOGY**

**DATE: APRIL 2019 TIME: 1.5 HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

QUESTION ONE (30 MARKS)

Explain the following terms as used in industrial psychology:

a) Personality (2 marks)

b) Psychology (2 marks)

c) Industrial psychology (2 marks)

d) State and explain three premises of industrial psychology (6 marks)

e) Define the term motivation (1 mark)

f) Explain what is meant by;

i) Intrinsic motivation (2 marks)

ii) Extrinsic motivation (2 marks)

g) State and explain the premises of three theories of learning and how they contribute to the field of human resource management (6 marks)

h) Differentiate between emotion and stress with appropriate examples (4 marks)

i) Discuss three barriers to effective communication in an organization (3 marks)

**SECTION B**

2a) Define the term stress (1 mark)

b) Discuss causes of stress in an organization under the following sub topics (8 marks)

i) Extra organizational stressors

ii) Organizational stressors

iii) Group stressors

c) Highlight six ways in which employees can cope with work related stress (6 marks)

3) Discuss the various schools of thought in psychology sheding light on their major emphasis and psychologists associated with them (15 marks)

4i) Discuss Hertzberg’s hygiene theory of motivation and explain how it can help motivate employees (8 marks)

ii) Discuss various forms of communication in an organization and highlight their contribution towards employee performance in an organization (7 marks)