

**BOTSWANA COLLEGE OF DISTANCE AND OPEN LEARNING**

**In collaboration with**

**ZIMBABWE OPEN UNIVERSITY**

**Bachelor of Commerce**

**(Human Resources Management & Industrial Relations)**

**Introduction to Industrial Psychology**

**IP231**

**Sessional Examination**

**Marks: 100**

**Time: 3 hours**

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**Instructions**

1. The examination consists of **Three** sections: A,B, and C.
2. Begin each answer to a new question on a new page.
3. Answer questions according to instructions given in each section.
4. Write answers in the answer booklet provided.
5. Write in grammatical English.

SECTION – A

[10 MARKS]

Answer ALL questions in this section. Each question carries ONE (1) mark.

Choose the best alternative answer.

1. A Clinical Psychologist works with people with \_\_\_\_\_.
  - A. Severe emotional and personal problems
  - B. Groups and individual members
  - C. Adolescents and adults
  - D. Inhuman behaviours
  
2. Peter F. Drucker outlined the \_\_\_\_\_.
  - A. Critical incident technique
  - B. Management by Objectives
  - C. Theories of motivation
  - D. Expectancy theory
  
3. Which of the following are the three learning domains in which learning takes place?
  - A. Motivation, reinforcement and feedback.
  - B. Transfer of learning, active practice and feedback.
  - C. Cognitive, Psychomotor and affective skills.
  - D. Motivation, feedback and affective skills.
  
4. Theory Y assumes that \_\_\_\_\_.
  - A. Work is as natural as play
  - B. The average human being dislikes work
  - C. People must be coerced to work
  - D. People must be directed constantly



5. Membership of quality circles is\_\_\_\_\_.
- A. Compulsory
  - B. Involuntary
  - C. Voluntary
  - D. Competitive
6. Values are\_\_\_\_\_ judgements.
- A. Implicit and explicit
  - B. Fascinating and routine
  - C. Implicit and stimulating
  - D. Explicit and frustrating
7. People with internal locus of control believe that\_\_\_\_\_.
- A. The work does not require great effort
  - B. The work does not require conformity
  - C. Reward does not depend on effort
  - D. The work requires great initiative and independent action
8. Which of the following are ways of measuring stress?
- A. Use of physiological studies.
  - B. Job dissatisfaction studies.
  - C. Militancy studies.
  - D. Attitudes and values studies.
9. The vertical- Dyad linkage model believes in\_\_\_\_\_.
- A. Studying the leader and subordinate as a pair
  - B. Leadership style study of one leader
  - C. Leadership style study of subordinate
  - D. Leadership style study of groups



10. Fiedler's contingency theory states that \_\_\_\_\_.
- A. There is no best leadership style for situation.
  - B. A good leader must develop his or her subordinates.
  - C. Effective leadership depends on leader- member relations.
  - D. An effective leader is one who can change style.

**SECTION – B**

**[50 MARKS]**

**Answer ALL questions in this section.**

1. Write short notes on the following:
  - a. Charismatic leadership. **(6 marks)**
  - b. The Patterson system. **(4 marks)**
  - c. The Ranking system. **(4 marks)**
2. Define personality. **(4 marks)**
3. Differentiate between individuals with internal locus of control and external locus of control. **(6 marks)**
4. Explain some of the non- financial ways of motivating employees. **(10 marks)**
5. List any six principles of Ergonomics. **(6 marks)**
6. Outline six ways of combating stress at organizational level. **(6 marks)**
7. Differentiate Job satisfaction from motivation. **(4 marks)**



**SECTION – C**

**[40 MARKS]**

**Answer any TWO questions in this section.**

**QUESTION 1**

**[20 MARKS]**

Sick building syndrome, also called SBS reduces worker productivity and increases absenteeism.

Discuss some of the factors that cause SBS.

**(20 marks)**

**QUESTION 2**

**[20 MARKS]**

It is very important for Organizations to have the right kind of people at the right time with the right skills. State and explain all the steps in the recruitment process.

**(20 marks)**

**QUESTION 3**

**[20 MARKS]**

All groups go through a series of stages of development before performing in a fully mature and effective manner. Elaborate on the stages of group development.

**(20 marks)**

**END OF EXAMINATION**