

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

Special Examination

Marks: 100

Time: 3 hours

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. Human beings have needs and wants which have to be satisfied through_____.
 - A. Reduction of manual labour.
 - B. Reduction in costs of production.
 - C. Increased variety of goods and services in the market.
 - D. Decreased productivity.

2. The branch of Psychology that is concerned with efficient management of labour force and problems encountered by labour in a mechanized environment is called_____.
 - A. Counselling Psychology.
 - B. Industrial Psychology.
 - C. Educational Psychology.
 - D. Clinical Psychology.

3. What is the name of the author who published the book, “ The Principles of Scientific Management”?
 - A. Abraham Maslow.
 - B. Mc Clelland.
 - C. F.W Taylor.
 - D. Henri Fayol.

4. “Any relatively permanent change in behavior which occurs as a result of practice or experience”, is called_____.
 - A. Cognition.
 - B. Learning.
 - C. Motivation.
 - D. Reinforcement.

5. Job satisfaction and work motivation are one and the same _____.
- A. They are not the same.
 - B. They are the same.
 - C. They are both associated.
 - D. Satisfaction is about feelings whereas Motivation is about behavior.
6. What are the physical symptoms of stress?
- A. Anxiety.
 - B. Frustration.
 - C. Headache.
 - D. Depression.
7. The group development stages in order are _____.
- A. Forming, storming, norming and performing.
 - B. Forming, norming, storming and performing.
 - C. Norming, storming, forming and performing.
 - D. Storming, norming, forming and performing.
8. Power oriented leaders are called _____.
- A. Autocratic leaders.
 - B. Democratic leaders.
 - C. Laissez Faire leaders.
 - D. Paternalistic leaders.
9. We describe a leader as being charismatic when _____.
- A. He/ she attract a huge crowd by virtue of their traits and ability to speak.
 - B. He/she makes all decisions on behalf of his/her employees.
 - C. He/she changes the style when dealing with different subordinates.
 - D. He/ she adopts a flexible leadership style.



10. Impoverished leaders are those who _____.
- A. Try to play it safe by getting people to do just enough to survive.
 - B. Combine high concern for people with high concern for work.
 - C. Give orders and wishes for high levels of output.
 - D. Show neither concern for people nor production.

SECTION – B

[50 MARKS]

Answer ALL questions in this section.

1. Write short notes on the following:
 - a) Uses of Job Analysis. **(5 marks)**
 - b) Difference between Job description and Job Specification with examples. **(6 marks)**
 - c) The use of tests in the selection process. **(10 marks)**
 - d) Principles of Ergonomics. **(10 marks)**
 - e) Reasons for performance appraisal. **(5 marks)**

2. Define Industrial Psychology and establish its relationship with other organizational sciences. **(8 marks)**

3. Explain two main problems with Taylor's school of thought. **(6 marks)**



DEGREE
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SECTION – C

[40 MARKS]

Answer any TWO questions in this section.

QUESTION 1

[20 MARKS]

Compare and contrast Maslow's hierarchy with Herzberg's dual factor theory.

(20 marks)

QUESTION 2

[20 MARKS]

Discuss the importance of money as a motivator.

(20 marks)

QUESTION 3

[20 MARKS]

Discuss the connection between personality characteristics and work performance, with close reference to the Trait theory and Locus of Control.

(20 marks)

END OF EXAMINATION