



MURANG'A UNIVERSITY COLLEGE

(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY)

COURSE NAME: INDUSTRIAL PSYCHOLOGY

UNIT CODE: HCB 2313

DATE: 17TH DECEMBER, 2015

TIME: 2 HOURS

INSTRUCTIONS

1. QUESTION ONE IS COMPULSORY AND
2. ANY OTHER TWO QUESTIONS
3. CHEATING WILL ATTRACT HEAVY PENALTY

QUESTION 1

- (a) What is industrial psychology (2 marks)
- (b) Describe seven branches or approaches of psychology (14 marks)
- (c) Explain any seven importance of industrial psychology in an organization set up (14 marks)

QUESTION 2

- (a) Describe the five types of communication in an organization (10 marks)
- (b) Describe five ways of overcoming barriers of communication in an organization (10 marks)

QUESTION 3

- (a) Identify and explain at least five types of power (10 marks)
- (b) Explain five ways in which managers use various power tactics to serve and protect their own interests in organizations (5 marks)
- (c) State at least five ways of minimizing organizational politics (5 marks)

QUESTION 4

- (a) Explain five sources that contribute to interpersonal conflict in organizations (10 marks)
- (b) Explain five consequences of intergroup conflict (5 marks)
- (c) State five positive effects of conflict in an organization (5 marks)

QUESTION 5

- (a) Explain five factors that make organizations to undergo change (10 marks)
- (b) Describe five factors which give rise to resistance to change (5 marks)
- (c) Explain five ways of overcoming resistance to change (5 marks)