



# **MURANG'A UNIVERSITY OF TECHNOLOGY**

## **SCHOOL OF BUSINESS AND ECONOMICS**

**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT.**

**UNIVERSITY ORDINARY EXAMINATION**

**2023/2024 ACADEMIC YEAR**

**FIRST YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF  
SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**BHR 102: INDUSTRIAL PSYCHOLOGY**

**DURATION: 2 HOURS**

### **INSTRUCTIONS TO CANDIDATES:**

1. Answer question one and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

**SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION**

**QUESTION ONE (30 MARKS)**

- a. Name Five branches of modern psychology. (5 marks)
- b. Identify Five areas of industrial psychology. (5 marks)
- c. Give Five components of employment in community psychology. (5 marks)
- d. Name theories of learning. (5 marks)
- e. State Five steps of creative thinking. (5 marks)
- f. Give characteristics of change. (5 marks)

**SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION**

**QUESTION TWO (20 MARKS)**

- a. Explain personality development factors. (10 marks)
- b. Elaborate on internal and external factors of change. (10 marks)

**QUESTION THREE (20 MARKS)**

- a. Discuss factors affecting conformity in social behaviour. (10 marks)
- b. Explain functions and types of communication. (10 marks)

**QUESTION FOUR (20 MARKS)**

- a. Elaborate on types of conflict. (10 marks)
- b. Discuss major components of impression management in social behaviour. (10 marks)