



UNIVERSITY OF SWAZILAND
Faculty of Health Sciences

DIPLOMA IN ENVIRONMENTAL HEALTH

FINAL EXAMINATION PAPER 2008

TITLE OF PAPER	:	INTRODUCTION TO PSYCHOLOGY
COURSE CODE	:	HSC 308
DURATION	:	2 HOURS
MARKS	:	75
INSTRUCTIONS	:	READ THE QUESTIONS & INSTRUCTIONS CAREFULLY
	:	ANSWER ANY THREE (3) QUESTIONS
	:	EACH QUESTION CARRIES 25 MARKS
	:	WRITE NEATLY & CLEARLY
	:	NO PAPER SHOULD BE BROUGHT INTO NOR OUT OF THE EXAMINATION ROOM
	:	BEGIN EACH QUESTION ON A SEPARATE SHEET OF PAPER

DO NOT OPEN THIS QUESTION PAPER UNTIL PERMISSION IS GRANTED BY THE INVIGILATOR

QUESTION 1

The five parts that constitute personality in individuals are important and helpful when analyzing psychological issues affecting employees in the work place. Discuss psychological issues affecting the intra-personality being of individuals in the work place.

[25 marks]

QUESTION 2

In an industry a number of strategies can be used to improve employees' performance. On the job training, behavioural model and performance appraisal are some of the strategies that can be used to improve employees' performance. Discuss clearly as to how these strategies above can be used to improve workers' performance.

- 1) 10 marks for on the job training.
- 2) 10 marks for behavioural model.
- 3) 5 marks for performance appraisal.

[25 marks]

QUESTION 3

Life skills are important in the work place for the survival of the employees. Discuss as to how communication skills, listening skills and intrapersonal skills can be used by employees to survive in the industry.

- a) 10 marks for communication skills.
- b) 10 marks for intrapersonal skills.
- c) 5 marks for listening skills.

[25 marks]