



**UNIVERSITY OF SWAZILAND**  
Faculty of Health Science

Department of Environmental Health  
Sciences

Supplementary Examination 2010

Title of paper: INTRODUCTION TO PSYCHOLOGY

Course code: HSC 308

Time allowed: 2 hours

Marks allocation: 75 Marks

Instructions:

- 1) Read the questions and instructions carefully
- 2) Answer ALL questions
- 3) Each question is weighted 25 marks
- 4) Write neatly and clearly
- 5) Begin each question on a separate sheet of paper

This paper is not to be opened until the invigilator has granted  
permission

### **QUESTION 1**

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) On the job training. **(10 marks)**
- 2) Behavioural model. **(10 marks)**
- 3) Performance appraisal. **(5 marks)**

### **QUESTION 2**

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) Communication skills. **(10 marks)**
- b) Intrapersonal skills. **(10 marks)**
- c) Listening skills. **(5 marks)**

### **QUESTION 3**

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

**[25 marks]**