



**UNIVERSITY OF SWAZILAND**  
Faculty of Health Science

Department of Environmental Health  
Sciences

**MAIN SEMESTER 1 EXAMINATION**  
**DEC 2011**

Title of paper: **Introduction to Psychology**

Course code: HSC 308

Time allowed: 2 HOURS

Marks allocation: 75 Marks

**Instructions:**

- 1) Answer **all questions**
- 2) Each question is weighted 25 marks
- 3) Write neatly and clearly

**DO NOT OPEN THIS QUESTION PAPER UNTIL  
PERMISSION TO DO SO HAS BEEN GRANTED BY THE  
CHIEF INVIGILATOR**

## QUESTION 1

This question consist of section **A, B and C**. Answer all questions in the three sections. Each question is 1 mark. There are 50 questions in all.

**SECTION A: Indicate whether each statement below is true or false by writing either T or F against the number, e.g. 79 =T**

1. Industrial psychology is the study of employees' behaviour that is related to cognitive responses.
2. The concept of holistic approach in industrial psychology refers to the five essential parts of personality.
3. The internal environment is more essential and critical when studying industrial psychological responses.
4. Responses from an individual in an industrial context, are always from the interpersonal science of personality.
5. When an employer question an employee on certain issues, that reaction becomes a perfect example of a response emanating from the five parts of personality.
6. Responsibility in an industry is a characteristic of good response from the social phenomenon of the external environment.
7. During the holistic development of the individual as an essential entity of society the parts organizes the whole.
8. Good character is a symptom of acceptable behaviour from the internal forces of holistic paradigm.
9. The understanding of either employees' or employers' behaviour in an industry, is an essential factor that fully facilitate the success of the industry/organization.
10. During consultancy it is important that all the five senses of the physical part are fully applied.
11. It is important for a client to be aware that consultation is not about getting everything from the consultant since the consultant is merely the driver of the process.
12. During consultancy, the five parts of the individual need to be fully applied.
13. Psychosocial issues refer to the social analysis of organization or industry.
14. There are vast differences between spiritual internal and spiritual external.
15. The spiritual responses of an individual regarding issues of the industry is a reflection of the believe system of personality.
16. The concept of industrial psychosocial behaviour is synonymous to organizational socialization.
17. The concept of organizational/industrial holism refers to both internal and external environments.
18. Management issues are part of the social existence of an industry.
19. The holistic approach in an industry is an essential strategy that focuses solely on the intra-industrial organs of the business.
20. Industrial norms are always maintained through following specific and relevant values.
21. Personality is more than the concept of intrapersonal concept in an industry.
22. Personality disorders among employees or employers in an industry are good examples of mental disorders.

23. If an employee is showing some signs of personality disorders, that is not necessarily an indication of some mild disturbances in the parts of personality.
24. The concept of stimulus-response pre-dominantly refers to reactions in the emotional part of personality.
25. Employees' absenteeism at work is considered as a cognition response.

**SECTION B: State whether each statement below is an example of stimulus, response or both by writing the appropriate answer against the number of the question. e.g. 80=R or S or RS.**

26. An employee asking a question.
27. A supervisor nodding his head while going through a report from his subordinate.
28. Greeting a client.
29. Thinking about an assignment.
30. An employee failing to perform a task.
31. Self praise following an academic accomplishment.
32. Employees' introspection following a strike action.
33. Accepting your weaknesses as an employer.
34. Jumping into a conclusion because not interested in the report of a colleague.
35. Agreeing that behaviour is predominantly about stimulus-response.
36. Proceedings of an on-going meeting causing ill feelings among employees resulting to some leaving the meeting.
37. Supervisor telling employees that good behaviour is important for to get promoted.
38. Anger towards an employer due to payment dissatisfaction.
39. Being cautious about health hazards following a good lecture on the subject by supervisors.
40. Being different towards employees' complaints become a.....to employees.

**SECTION C: State whether each statement is an example of positive or negative reinforcement or punishment by writing either PR , NR or P against the number of the question. e.g. 55=PR or NR.**

41. Praising the supervisor for a well job done.
42. Employees given bonuses as promised.
43. The supervisor refused to pay subordinate because job given not finished.
44. Employees promised salary increase if work hard.
45. The party not given to employees because work has been half done.
46. Promotions dependant on meeting of targets of the industry.
47. Praising environmental health officer for good work performed.
48. Promising to take employees out for lunch if not coming late at work.
49. Environmental health officer happy with her work and then wishing to do better always.
50. Giving an employer a company car in appreciation of the commitment shown at work.

**[50 marks]**

## **QUESTION 2**

The physical and spiritual factors may pose a serious threat to employees in an industry. Discuss these factors as posing a threat in an industry.

- a) Physical (10 marks)
- b) Spiritual (5 marks)

## **QUESTION 3**

What are other industrial behavioural factors that you think need to be harmonized for employees for the purpose of smooth running of operations. Discuss two of these industrial behavioural factors.

- a) Industrial behavioural factor 1 (5marks)
- b) Industrial behavioural factor 2 (5marks)

**[75 marks]**