

**UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
BACHELR OF ENVIRONMENTAL HEALTH SCIENCE YEAR 3**

FINAL EXAMINATION PAPER 2013

TITLE OF PAPER : INTRODUCTION TO PSYCHOLOGY

COURSE CODE : EHM 326

MARKS ALLOCATION: 75

TIME ALLOCATION : 2 HOURS

**INSTRUCTIONS : THIS PAPER CONSISTS OF THREE
QUESTIONS.
ANSWER ALL QUESTIONS.**

DO NOT OPEN THIS PAPER UNTIL TOLD TO DO SO.

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)**

[25 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 for survival in an industry.

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

[25 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]