



UNIVERSITY OF SWAZILAND  
Faculty of Health Sciences  
Department of Environmental Health Science

DEGREE IN ENVIRONMENTAL HEALTH SCIENCE

**FINAL EXAMINATION PAPER 2015**

TITLE OF PAPER : INTRODUCTION TO PSYCHOLOGY  
COURSE CODE : EHM 326

DURATION : 2 HOURS

MARKS : 75

INSTRUCTIONS :

- : READ THE QUESTIONS & INSTRUCTIONS CAREFULLY
- : ANSWER **ALL THREE** QUESTIONS
- : EACH QUESTION **CARRIES 25** MARKS.
- : WRITE NEATLY & CLEARLY
- : NO PAPER SHOULD BE BROUGHT INTO OR 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.

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### **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 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]**