

**UNIVERSITY OF SWAZILAND  
FACULTY OF HEALTH SCIENCES  
BACHELOR OF SCIENCE IN ENVIRONMENTAL HEALTH YEAR  
3**

**SUPPLEMENTARY EXAMINATION PAPER 2017**

**TITLE OF PAPER : Introduction to psychology**

**COURSE CODE : EHM 326**

**TIME ALLOCATION : 2 HOURS**

**MARKS ALLOCATION : 75**

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

**DO NOT OPEN THIS PAPER UNTIL TOLD TO DO SO.**

### **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**

Personality is an essential concept that can be used when analysing psychological issues affecting employees in the work place. In your own observation discuss five psychological issues affecting the intra-personality being of individuals in the work place.

**[25 marks]**