

**UNIVERSITY OF ESWATINI
FACULTY OF HEALTH SCIENCES
BACHELOR OF ENVIRONMENTAL HEALTH SCIENCE YEAR 4
FINAL EXAMINATION PAPER DECEMBER 2018**

**TITLE OF PAPER : INDUSTRIAL AND ORGANISATIONAL
PSYCHOLOGY**

COURSE CODE : EHM 416

TIME ALLOCATION : 2 HOURS

MARKS ALLOCATION : 75

**INSTRUCTION THIS PAPER CONSISTS OF TWO QUESTIONS
(QUESTION 1 AND 2). QUESTION 1 IS
DIVIDED INTO TWO SECTIONS (A AND B).
ANSWER ALL QUESTIONS.**

DO NOT OPEN THIS PAPER UNTIL TOLD TO DO SO.

QUESTION 1

Question 1 consists of section A and Section B. Answer all questions in the two sections.

Section A: State whether each statement below is true or false.

1. Generally, a positive relationship between an employer and employee is not a recipe for organizational development.
2. According to principles of industrial and organizational psychology, when an employer hires a new employee, he is not just bringing a new member of the workforce aboard, but adding a burden to the organization.
3. Hiring a new employee is as good as starting a new relationship in the organization.
4. It is good for an employee to keep employees at a distance for adequate development for the industry.
5. Positive development of the industry is not necessarily dependent on employer and employee relationship development over time.
6. Though the type of employee and employer relationship may be considered appropriate for industries, however, that does not remove boundaries existing between employer and employee in almost all companies.
7. Employees can promote the building of relationship by being open with their employer and sharing information about themselves and their lives.
8. The concept 'emotional' in an industry does not relate to voluntary challenges faced by employees.
9. An indicator of cognitive development among employees, among other things is employee being humble toward employer.
10. Spiritual development among employees can be indicated through employees appropriate responding emotional challenges.
11. Employers should exercise care to ensure that the relationship they develop with one employee isn't notably closer than the relationships they develop with others.
12. The employer is relying upon the employee to perform her job and, in doing so, however, does not keep the business running smoothly.
13. Principles of industrial/organizational psychology are both the study of Behaviour in organizational and work settings.
14. Industrial and organizational therapists are not necessary scientists who derive principles of individual, group, and organizational Behaviour through research.
15. Principles of industrial/organizational psychology do not include the application of the methods, facts, and principles of psychology to individuals and groups in organizational and work settings.
16. Among industrial/organizational principle that may cause the collapse of an industry is skill shortages, and the changing nature of the workforce.
17. Individuals who have specialized in Principles of industrial/organizational psychology may not be scientists who derive principles of individual, group, and organizational Behaviour through research.

18. The work of Consultants in principles of industrial/organizational psychology is not to develop scientific knowledge and apply it to the solution of problems at work because they may not be adequate to do so.
19. Problems or issues in an industry can be classified as both applied and basic in nature.
20. Applied problems consist of Recruitment, Selection and Placement, Training and Development only.
21. Training and Development do not necessarily consist of identifying training and development needs, formulating and implementing training programs, coaching employees, evaluating the effectiveness of training and development programs, and planning careers.
22. The following activities are indicators of performance measurement: Developing criteria, determining the economic utility of performance, and evaluating organizational effectiveness.
23. Motivation and Reward Systems as one of the solutions at work include the following: Developing, implementing, and evaluating motivation and reward programs such as goal setting programs or pay-for-performance plans.
24. Quality of Work Life include all the following activities: Identifying factors associated with job attitudes, designing and implementing programs to reduce work stress and strain, developing programs that promote safe work Behaviour and the prevention of accidents, illnesses, and injuries, and designing programs that enhance work/family life.
25. Consumer Behaviour does not necessarily involve: Assessing consumer preferences, evaluating customer satisfaction with products and services, and developing market segmentation strategies.
26. The Structure of Work and Human Factors refer to: Designing jobs and work, optimizing person-machine effectiveness, and developing systems technologies.
27. Spiritual is not a component of the external environment.
28. Cognition as a component of the external environment is essential because employers and employees make decisions as they do their work at the work place.
29. Industrial therapists use a variety of procedures, tools, techniques and guidance documents when addressing issues and problems at work.
30. Industrial and organizational psychologists should acquire knowledge of research and theory on the social bases of Behaviour, cognitive-affective bases of Behaviour, and individual differences theory.
31. -Industrial and organizational domain of research methods includes the methods, procedures, techniques, and tools useful in the conduct of empirical research on phenomena of interest.

SECTION B: In this section choose the correct answer among options provided.

32. One of the following issues is not an indicator of organizational and industrial development:
- Collaborative.
 - future-oriented.
 - effectiveness.
 - build capacity
 - None of the above.
33. Through Organizational Development, organizations can improve:
- Disintegration of relationship between internal and external environments:
 - effectiveness.
 - counter-productivity.
 - diversification of the products.
 - none of the above.
34. Organizational Development consultants focus on:
- structures development.
 - personality disintegration development.
 - external environmental development
 - disease prevention.
 - none of the above.
35. The science of individuality can sometimes be referred to as:
- emotional.
 - social external.
 - intrapersonal.
 - interpersonal.
 - none of the above.
36. One of the following aspects is not a component of the external environment:
- physical aspect.
 - psychosocial aspect
 - spiritual aspect
 - social aspect
 - none of the above.
37. One of the following concepts is not a component of personality:
- mental aspect.
 - emotional aspect.
 - social aspect.
 - spiritual aspect.
 - none of the above.
38. One of the following concepts is not a stimulus.
- looking at some one.
 - answering a question

- c. singing a song
 - d. teaching someone.
 - e. none of the above.
39. One of the following is a response.
- a. smiling
 - b. kicking a ball
 - c. fetching water
 - d. looking at someone calling your name
 - e. none of the above
40. One of the following is an example of psychosocial:
- a. cultural issues
 - b. norms and values
 - c. interaction
 - d. accommodation
 - e. none of the above
41. Organizational Development consultant works to bring about positive changes by:
- a. meeting with you to discuss the reasons for the consultation
 - b. not gathering data about the problem
 - c. making a mini analysis of the data
 - d. instructing management to make report of the results.
 - e. none of the above
42. One option is correct according to the statement '**strategies that lead to change in an organization are directed toward**':
- a. values of the organization
 - b. individuals
 - c. the physical environment
 - d. spiritual environment
 - e. none of the above.
43. One of the following is a strategy that can be directed to employees for change:
- a. values clarification
 - b. none conflict resolution
 - c. norm and values setting
 - d. work groups relationship
 - e. none of the above.
44. One of the following is one of the **three components of attitude in organizational and industrial psychology**.
- a. affective component
 - b. curative component.
 - c. disorder component.
 - d. person's feelings component.
 - e. none of the above.

45. An example of an emotions about the attitude object is:
- "i am scared of a smoke in an industry".
 - "i will not avoid a smoke in an industry and will not scream if I see one".
 - "i believe a smoke in an industry is not dangerous and no need to fear it".
 - "a smoke in an industry is not different from other by products".
 - none of the above.
46. **One of the following is correct about Knowledge related attitudes:**
- provide meaning (knowledge) for life.
 - responding to emotional challenges adequately
 - interact appropriately
 - providing intrapersonal integrity.
 - none of the above.
47. One option below is correct about knowledge function:
- allows us to predict what is likely to happen.
 - make us lose our sense of control of behaviours in the industrial setting.
 - gives us strength in complying with industrial demands in an industry.
 - acts as a source of strength for excellency.
 - none of the above.
48. It is believed that performance appraisal and feedback have both:
- a knowledge and a skill base
 - a disadvantage and an advantage
 - a planning and an implementation techniques
 - a problem defining and solving techniques
 - none of the above
49. One option below is not correct regarding the statement '**work motivation as a condition within individuals and their environment in an organization influence**':
- the direction in relevant individual behaviours in an organization.
 - the strength in relevant individual behaviours in an organization.
 - persistence of relevant individual behaviours in an organizations.
 - laziness and absenteeism among employees in an organization.
 - none of the above.
50. One option is correct regarding cognitive component as a structure of attitudes in organizational psychology:
- it involves a person's belief about an attitude object.
 - it involves a person's knowledge about an attitude object.
 - it involves both option a, and option b.
 - it involves the behavioural patterns of an employee in an industry.
 - none of the above.

QUESTION 2

- Define the concept attitude as it relates to industrial context.

(4 marks)

b) The understanding of affective, behavioural and cognitive attitudes is important for industrial development. Discuss the benefits of understanding (affective attitudes), (behavioural attitudes) and (cognitive attitudes) in industrial development engagement.

- i. Affective attitudes (7 marks).
- ii. Behavioural attitudes (7 marks).
- iii. Cognitive attitudes (7 marks).