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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2020/2021 ACADEMIC YEAR FOUR**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BBM 468**

**COURSE TITLE: INDUSTRIAL PSYCHOLOGY**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 19/08/2021 TIME: 3.00-5.00 PM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) questions**
* **Use sketch diagrams to illustrate your answer whenever necessary**
* **Do not carry mobile phones or any other written materials in examination room**
* **Do not write on this paper**

**This paper consists of TWO (2) printed pages *please turn over***

**QUESTION ONE (COMPULSORY)**

**MEDLINE GROUP**

This date back to 2000 when the company was established. The proprietors aimed at setting up the largest electronic producer and distributor in the Eastern and Central African region. Once incorporated, the company expanded easily owing to the friendly operating environment. This enabled the company to operate on a much larger scale than the management had anticipated. The large scale of operation, however, presented a number of challenges and management had to apply employee counselling style and involvement of all employees in decision making. Later the company was going through a difficult period characterized by declining production, heavy losses and low employee morale and related work stress. This resulted in disciplinary lay-off, discharge or dismissal depending on how the employee was perceived to be and this affected the image of the company.

1. The management of Medline group adopted the counselling styles for its employees. Discuss **five** benefits that Medline group may derive from this move. (10marks)
2. Explain factors that may have contributed to low employee morale at Medline group. (10marks)
3. Explain work related stress that may have been experienced at Medline group. (10marks)

**QUESTION TWO**

1. Describe five benefts that may acrue to a human resource manager with knowlegde on industrial psychology. (10marks)
2. Discuss five importance of good work performance to employees in an organisation. (10marks)

**QUESTION THREE**

1. Jewels Limited recently introduced work leisure program for its employees. Discuss five benefits that the company may derive from this move. (10 marks)
2. Explain five reasons why pesonality at work is important to employees. (10 marks)

**QUESTION FOUR**

1. Discuss five benefits of job satisfaction in human resource management (10marks)
2. Highlight five effects of employees work alienation in an organisation. (10marks)

**QUESTION FIVE**

1. Explain five ethical violations that may occur at the workplace in an organisation (10marks)
2. The human resource manager at XYZ Limited is suffering from self- induced stress. Explain five measures that he should take inorder to manage this situation. (10marks)