



UTHM

Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2014/2015**

COURSE NAME : INDUSTRIAL PSYCHOLOGY
COURSE CODE : BPB 11402
PROGRAMME : 4 BPB
EXAMINATION DATE : DECEMBER 2014/JANUARY 2015
DURATION : 2 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

Q1 Performance appraisal is a periodic, formal evaluation of employee performance for the purpose of making career decisions. It also serves as input for effective training needs identifications. Nonetheless, poor performance appraisal exercise might lead to dissatisfaction among employees.

- (a) Describe **FIVE (5)** types of performance appraisal techniques that could be used in an organization. (10 marks)
- (b) Identify the best performance appraisal technique for managerial personnel with justification. (5 marks)
- (c) Describe the effect of performance appraisal's results on the identification of training needs. (5 marks)
- (d) Identify the best training programs to improve managerial personnel's problem solving skills with justification. (5 marks)

Q2 Industrial psychologists recognize that effective leadership depends on the interaction of three factors: the traits and behaviours of the leaders, the characteristics of followers and the nature of the situation in which leadership occurs

- (a) State **FIVE (5)** sources of power the leaders could use. (5 marks)
- (b) Identify the **FOUR (4)** differences between authoritarian and democratic leaders with examples. (10 marks)
- (c) Discuss how a leader could enhance employee work motivation using job characteristics theory by Hackman and Oldham. (10 marks)

- Q3** Organizational psychologists have identified various impacts of organizational factors on employee's satisfaction and behaviour. These organizational factors include organizational culture, informal groups, organizational structure and technological change.
- (a) Discuss the effect of computer technologies on the formal and informal structure of organizations. (10 marks)
 - (b) Explain the effect of size and design of an office building on the productivity and the nature of the working relationships among co-workers. (15 marks)
- Q4** Engineering psychology is concerned with the design of tools, equipment, and workspaces to make them compatible with the abilities of employees.
- (a) Describe **FIVE (5)** rules for increasing the ease, speed, and accuracy of manual jobs that develop from findings of time-and-motion studies. (10 marks)
 - (b) Describe **THREE (3)** types of visual display and its effective use with an appropriate examples. (9 marks)
 - (c) Discuss how you would design a study to determine the most efficient ice cream scoop to minimize muscle strains. (6 marks)

-END OF QUESTION-