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Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2015/2016**

COURSE NAME : INDUSTRIAL PSYCHOLOGY
COURSE CODE : BPB 11402
PROGRAMME : 4 BPB
EXAMINATION DATE : DECEMBER 2015/JANUARY 2016
DURATION : 2 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF TWO (2) PAGES

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- Q1** Quality of leadership is a critical factor at workplace, in every employee's career and in determining organisation's success or failure. However, effective leadership requires an understanding on how the characteristics of the leaders, the characteristics of the employees and the context of leadership interact.
- (a) Discuss the differences between transformational leadership, transactional leadership and charismatic leadership. (15 marks)
- (b) Describe how you would use Achievement Motivation theory by McClelland to motivate your employees. (10 marks)
- Q2** The widespread use of computer-aided manufacturing and office equipment has changed the ways in which daily work is performed and has affected the formal and informal structure of organisations.
- (a) Describe how computers affect the formalisation of workplace and communication in organisations. (10 marks)
- (b) Discuss how organisational culture and organizational change affects socialization of new employees with examples. (15 marks)
- Q3** The effects of changes in physical working conditions may be influenced or modified by how employees perceive, accept and adapt to these changes. Thus, the physical features of the workplace must be considered in light of complex psychological factors.
- (a) Describe how lighting, noise, color, music and office size influence the employees. (15 marks)
- (b) Discuss how permanent and part time employment influence the employees' motivation and satisfaction. (10 marks)
- Q4** Human anthropometry is a branch of engineering psychology that focuses on measurement of the physical structure of the human body to determine the measurement of certain tools and arrangements.
- Discuss the use of visual displays, auditory displays and tactile displays with examples. (25 marks)

-END OF QUESTIONS-