



**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESSION 2017/2018**

COURSE NAME : INDUSTRIAL PSYCHOLOGY  
COURSE CODE : BPB 11402  
PROGRAMME CODE : BPB / BPP  
EXAMINATION DATE : DECEMBER 2017/JANUARY 2018  
DURATION : 2 HOURS  
INSTRUCTION : ANSWER ALL QUESTIONS

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THIS QUESTION PAPER CONSISTS OF **TWO (2)** PAGES

- Q1** (a) Discuss **FIVE (5)** power bases that a leader could use to influence his/her subordinates. (15 marks)
- (b) Differentiate Ohio State Leadership model and Fiedler's Contingency Model. (10 marks)
- Q2** (a) Recommend **THREE (3)** strategies that a leader could use to increase the upward flow of organisational communication. (15 marks)
- (b) Propose **THREE (3)** conflict resolution strategies that a leader could use to manage conflict in organisation. (15 marks)
- Q3** (a) Compare the bureaucracy structure and team structure. (10 marks)
- (b) Discuss how organisational culture could influence employees' behaviour with examples. (10 marks)
- Q4** (a) Describe how machine automation could change employees' behaviour with examples. (10 marks)
- (b) Explain the effect of the following elements on employees' productivity:  
(i) Temperature  
(ii) Lighting  
(iii) Noise (15 marks)



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**-END OF QUESTION-**