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**UNIVERSITI TUN HUSSEIN ONN  
MALAYSIA**

**FINAL EXAMINATION  
SEMESTER II  
SESSION 2011/2012**

**COURSE NAME : INDUSTRIAL PSYCHOLOGY**  
**COURSE CODE : BPB 11402**  
**PROGRAMME : 1 BPB**  
**EXAMINATION DATE : JUNE 2012**  
**DURATION : 2 HOURS**  
**INSTRUCTION : ANSWER ALL QUESTIONS**

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

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**Q1** You just joined Stark Industries Sdn Bhd, a manufacturer of small robotic parts for Ironman, as a production manager. Upon your appointment, you are given a job description which include 'to motivate your employees to perform beyond what is expected from them'.

(a) Demonstrate **THREE (3)** strategies that you would use to motivate your employees based on content theories of motivation.

(9 marks)

(b) Discuss **FIVE (5)** core job characteristics that could lead to higher motivation among employees based on Hackman and Oldham's Job Characteristic Theory.

(10 marks)

(c) As a newly appointed manager, you need different power to lead your employees effectively.

Discuss **TWO (2)** types of leadership power that you need to lead your employees effectively.

(6 marks)

**Q2** Manshor et al. (2003) investigated the sources of work stress among Malaysian managers working in multinational companies. Their study found myriads of stressors affecting the manager's stress levels.

(a) Define stressors.

(2 marks)

(b) Discuss **TWO (2)** work-related stressors in organizations with appropriate examples

(6 marks)

(c) Although there are many stressors at workplace, not all of them affect employees in the same way.

Discuss **THREE (3)** individual differences in stress responses.

(9 marks)

(d) Demonstrate **FOUR (4)** organizational techniques for coping with stress.

(8 marks)

- Q3** Characteristics of workplace include physical working condition, work schedule, psychological and social issues. These characteristics can affect employees' performance, motivation, and satisfaction.
- (a) Identify a work schedule best suited for shift schedule. (4 marks)
  - (b) Demonstrate how size, design of offices and the size of office building affect productivity and the nature of working relationship among co-workers. (9 marks)
  - (c) Apply the Hackman and Oldham's Job Characteristic Theory to develop **FOUR (4)** strategies to reduce boredom in the office where employees work at computer terminal. (12 marks)
- Q4** Machines, tools, equipment and workstation must be compatible with the workers who use them to optimize performance and quality of life.
- (a) Describe under what conditions is the visual presentation of information superior to the auditory presentation of information (5 marks)
  - (b) Demonstrate **FIVE (5)** rules for increasing the ease, speed and accuracy of manual jobs. (10 marks)
  - (c) Studies on person-machines system revealed functions for which human are superior or inferior to machines
- Discuss **FIVE (5)** conditions where machines are better than humans. (10 marks)

**END OF QUESTION PAPER**