Scott Christian UNIVERSITY

SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF ARTS IN COUNSELLING PSYCHOLOGY

UNIT CODE/NAME: BCP 421: INDUSTRIAL AND ORGANIZATION PSYCHOLOGY

September- December 2019/2020 End Semester Exam - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO Questions.

QUESTION ONE

(a) Explain briefly the following terminologies with specific examples.

- **(i)** Organizational Behaviour **(3 marks)**
- (ii) Industrial differences **(3 marks)**
- (iii) Behaviour modification **(3 marks)**
- (iv) Plateaud employees **(3 marks)**
- (v) Drug abuse **(3 marks)**

(b) Mention five challenges of organizational psychology. **(5 marks)**

(c) Elaborate the following:-

- **(i)** Career Advancement **(3 marks)**
- **(ii)** Career Management **(3 marks)**
- (iii) Career Path **(3 marks)**

(d) Define stress **(1 mark)**

QUESTION TWO

(a) Show how this course unit has helped you. **(8 marks)**

(b) Describe briefly the causes of stress in an organization. **(7 marks)**

QUESTION THREE

(a) Assess the importance of organizational culture in an organization. **(8 marks)**

(b) Discuss briefly the role of team work in an organization. **(7 marks)**

QUESTION FOUR

(a) Discuss four intervention measures that could be taken to employees who are engaged in drug abuse. **(9 marks)**

(b) Explain briefly three challenges that could face employee organization. **(6 marks)**

QUESTION FIVE

(a) Discuss briefly the following;

- **(i)** Educational resources **(5 marks)**
- (ii) Stress management **(5 marks)**
- **(iii)** Family spillovers **(5 marks)**