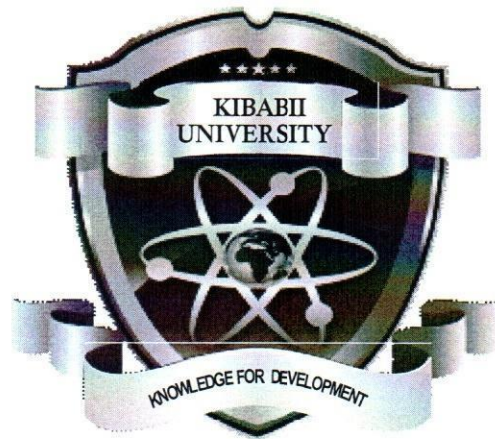


KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

**2021/2022 ACADEMIC YEAR
THIRD YEAR SECOND SEMESTER
MAIN EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF BUSINESS
MANAGEMENT**

COURSE CODE: BBM 325

COURSE TITLE: PSYCHOLOGY AND WORK

DATE: 02/09/2022

TIME: 9.00 – 11.00AM

INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

TIME: 2 Hours

KIBU observes ZERO tolerance to examination cheating

QUESTION ONE (COMPULSORY)

A production line in a fresh-fruit factory

Picture a production line in a fresh-fruit factory in which fruit is automatically sliced into pieces. Workers have to select and pack a specified assortment of individual pieces of fruit into clear plastic tumblers. The individual outputs for workers are not identifiable. The work is boring, and there is a high noise level in the factory that makes it difficult for workers to talk to each other. Some of the output does not have the correct combination of fruit in the tumblers, and there have been complaints about the inconsistencies between tumblers from the supermarket that the factory supplies. "Find out who among the supervisors is at fault and get rid of him" demanded the CEO. "It is tough enough trying to make a profit without some careless supervisors destroying our business" After receiving instructions from CEO, Mr. Wanugu the general manager held a meeting with the supervisors and managers, they all blamed the old and experienced employees who called in sick as well as those who resigned last month.

Required:

- a. Evaluate the main factors that might have affected the level of job satisfaction of old and experienced employees that resulted in absenteeism and turnover at the Fresh fruit factory in question. (15mrks)
- b. Based on the results of previous research works, Compare the relationships between job satisfaction and job performance of the employees in the above mentioned case. (15 marks)

QUESTION TWO

Work remains a central interest in the lives of most people.

- a. Demonstrate your understanding of the term "work" (3marks)
- b. Explain five reasons why people go to work (10marks).
- c. Highlight six of the things employees most wish to experience in their jobs and the workplace in general.. (7Marks)

QUESTION THREE

- a) Define the term motivation relating your definition to the work setting. (5marks)
- b) Discuss the following theories of motivation. In your discussion bring out how each of the theories can be applied to the school setting. (15 marks)
- i) McClelland's achievement motivation
 - ii) Goal setting theory
 - iii) Job design theories

QUESTION FOUR

- a) Interpret the concept leadership relating to your definition to a good school principal. (5marks)
- b) Describe the following leadership styles showing the effect each of them may have on teachers behaviours in given school situations. (9 marks)
- i) Autocratic leadership.
 - ii) Democratic leadership.
 - iii) Laissez faire leadership.
- c) Explain the key features of the three dimensional model of leadership to a group of people learning about leadership skills during a seminar that you have been invited to facilitate. (6marks)

QUESTION FIVE

- a) Examine the following concepts as they are used in work and psychology. (6mks)
- i) Job Analysis.
 - ii) The glass ceiling.
- b) Evaluate the following job analysis methods relating them to specific jobs in the school setting. (14 marks)
- i) Job element method- for a teacher job
 - ii) Position analysis questionnaire- for the school bursar