


KISII UNIVERSITY
UNIVERSITY EXAMINATIONS

**THIRD YEAR EXAMINATION FOR THE AWARD OF THE
DEGREE OF BACHELOR OF ARTS IN COUNSELING PSYCHOLOGY
FIRST SEMESTER, 2021/2022
(FEBRUARY - JUNE, 2022)**

BCPS 314: ORGANIZATIONAL PSYCHOLOGY

STREAM: Y3 S1

TIME: 2 HOURS

DAY:

DATE:

INSTRUCTIONS

- 1. Do not write anything on this question paper.***
- 2. Answer question ONE (Compulsory) and any other TWO questions.***

Explain the following concepts (10 marks)

i) Conflict

ii) Psychology

iii) Relations

iv) Management

v) Organization

b) Explain communication barriers in the organization (10 marks)

c) Briefly explain steps in decision making process in an organization
(10 marks)

2.a) Explain the characteristics of a constructive conflict in an organization
(10 marks)

b) Explain the role of human resource in an organization as a student of psychology. (10 marks)

3.a) Highlight and explain the objectives of the employee performance (10marks)

b) Explain the importance of social psychology in an organization (10 marks)

4. Using relevant examples of conflict which you might have experienced. Explain the cause of the conflict and recommend an approach on how it should be addressed. (10 marks)

5.explain five leaderships qualities of a manager in an organization (10 marks)

b)Explain five types of communication based on the communication channels as applied in the organization (10 marks)