



UNIVERSITY OF SWAZILAND
Faculty of Health Sciences

DIPLOMA IN ENVIRONMENTAL HEALTH

FINAL EXAMINATION PAPER 2007/2008

TITLE OF PAPER	:	INTRODUCTION TO PSYCHOLOGY
COURSE CODE	:	HSC 308
DURATION	:	2 HOURS
MARKS	:	75
INSTRUCTIONS	:	READ THE QUESTIONS & INSTRUCTIONS CAREFULLY
	:	ANSWER ANY THREE (3) QUESTIONS
	:	EACH QUESTION CARRIES 25 MARKS.
	:	WRITE NEATLY & CLEARLY
	:	NO PAPER SHOULD BE BROUGHT INTO NOR OUT OF THE EXAMINATION ROOM.
	:	BEGIN EACH QUESTION ON A SEPARATE SHEET OF PAPER.

DO NOT OPEN THIS QUESTION PAPER UNTIL PERMISSION IS GRANTED BY THE INVIGILATOR.

QUESTION 1

The individual consists of five parts that make personality. These parts play an important role in utilization by employees at an industry to gain client satisfaction.

Discuss clearly as to how these five parts contribute to clients satisfaction in an industry.

[25 marks]

QUESTION 2

Loss of interest at work is a very serious behavioural consequence among employees. It is essential that such behaviour needs to be eradicated if observed in an industry.

Discuss five factors contributing to loss of interest at work/industry.

[25 marks]

QUESTION 3

Psychological violence at work is a serious pathology that need ^{dis} to be ~~en~~ encouraged. It may course serious setback in an industry. Consequently, driving customers away.

Discuss five consequences of psychological violence in an industry.

[25 marks]

QUESTION 4

Psychological harmonization of an industry is very essential for production adequacy and increase. Harmonization may lead to personality growth and development of both employees and employers.

Relying on your own professional analysis, discuss five issues that you think are important for consideration at the work place for personality growth and development of employees.

[25 marks]