

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF ENVIRONMENTAL HEALTH SCIENCE
FINAL EXAMINATION: 2021

COURSE TITLE: OCCUPATIONAL HEALTH PSYCHOLOGY
COURSE CODE: EHS413
TIME ALLOCATED: 2 HOURS
TOTAL MARKS ALLOCATED: 75

INSTRUCTIONS:

- 1. THE PAPER HAS THREE QUESTIONS; PLEASE ANSWER ALL OF THEM**
- 2. USE THE PROVIDED ANSWER BOOKLET FOR ALL YOUR ANSWERS**
- 3. START A NEW QUESTION IN A NEW PAGE**
- 4. MAKE SURE THAT ALL YOUR ANSWERS ARE NUMBERED CORRECTLY**
- 5. PLEASE WRITE CLEARLY AND LEGIBLY**

DO NOT OPEN THE QUESTION PAPER UNTIL PERMISSION HAS BEEN GRANTED BY THE CHIEF INVIGILATOR OR HIS/HER REPRESENTATIVE

QUESTION 1

In an industry a number of strategies can be used to improve employees' performance. On the job training, behavioural model and performance appraisal are some of the strategies that can be used to improve employees' performance. Discuss clearly how these strategies above can be used to improve workers' performance.

- | | |
|---------------------------|-------------------|
| 1) On the job training. | (10 marks) |
| 2) Behavioural model. | (10 marks) |
| 3) Performance appraisal. | (5 marks) |
| | [25 marks] |

QUESTION 2

Life skills are important in the work place for the survival of the employees. Discuss as to how communication skills, listening skills and intrapersonal skills can be used by employees for survival in an industry.

- | | |
|--------------------------|-------------------|
| a) Communication skills. | (10 marks) |
| b) Intrapersonal skills. | (10 marks) |
| c) Listening skills. | (5 marks) |
| | [25 marks] |

QUESTION 3

The five parts that constitute personality in individuals are important and helpful when analysing psychological issues affecting employees in the work place. Discuss five psychological issues affecting the intra-personal being of individuals in the work place.

[25 marks]