



**COLLEGE OF SOCIAL SCIENCES, THEOLOGY,  
HUMANITIES AND EDUCATION**

**NHPS209 PERSONNEL PSYCHOLOGY**

**END OF FIRST SEMESTER EXAMINATIONS**

**NOVEMBER 2024**

**LECTURER: DR M J GOHWA KAPESA**

**DURATION: 3 HOURS**

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***INSTRUCTIONS***

1. Do NOT write your name on the answer sheet.
2. Answer three questions
3. Begin your answer for each part of the question on a new page e.g. a), b) and c).
4. Each question is worth a total of 20 marks.
5. Credit is given for neat, well written and lucid work.

1. Discuss the ADKAR model of managing change in an organization. Illustrate your answer with practical examples.
2. Critically analyse the job enrichment approach to job design. Illustrate your answer with a practical example using a job of your choice.
3. Examine the causes of stress and strategies of managing stress in organizations.
4. Evaluate the process of training. Illustrate your answer with practical examples.
5. Critically examine the process of Management by Objectives as a motivational performance appraisal method. Illustrate with practical examples.

**END OF PAPER**