



Kasarani Campus  
Off Thika Road  
Tel. 2042692 / 3  
P. O. Box 49274, 00100  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**  
**KLC 2103 HUMAN PSYCHOLOGY**

Date: 15<sup>TH</sup> AUGUST 2024  
Time: 8:30AM – 10:30AM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

Amina and Zawadi are middle aged adults who were raised by very busy and strict parents. Amani did not breast feed because their mother went to the UK for further studies, leaving her under the care of the house help. Even after the mother came back to Kenya two years later, both parents were hardly with the children as their careers entailed a lot of travelling.

The parents always instructed Amina and Zawadi on what to do and would severely punish them whenever they made mistakes. Amina and Zawadi were expected to excel in school because their parents could not think of a deviation from the family 's culture of academic excellence. They ensured that their children did not mix with other children in the neighborhood to avoid bad influence. This meant that most of the time Amina and Zawadi were studying, and ended up passing very well in their secondary final examinations. Maria joined one of the local universities to study law while her brother Zawadi went abroad to study medicine which was the preferred career of their parents.

Zawadi did well in his undergraduate studies and After graduation, he remained abroad where he got a well-paying job as doctor. Likewise, Amina completed her studies and is a very successful lawyer in the country. Despite having a well-paying job, Zawadi is still single at forty-five years. Of late he has become alcoholic and does not like being in the company of other people out of the work place. Maria is also single and is reluctant to establish close attachments with members of the opposite sex. Recently she confided to her a counselor that she has been feeling sad and fears being around other people apart from close family members. She said that she feels shy among other people and fears they might harm her.

- a) Zawadi and Amina have some personality disorders. Describe the following personality disorders.
  - i) Avoidant Personality Disorder. **(3 Marks)**
  - ii) Obsessive-Compulsive Personality Disorder. **(3 Marks)**
- b) Explain two stages of Erick Rickson stages of development that may not have been negotiated well by Amina and Zawadi. **(4 Marks)**
- c) The positive side of Amani and Zawadi is that they are very learned. Explain two factors that contributed to success in their learning. **(4 Marks)**
- d) To become a medical doctor, Zawadi must have been motivated to study. Explain the difference between extrinsic and intrinsic motivation. **(4 Marks)**
- e) Amina and Zawadi used to be punished and not reinforced for their behaviors. Distinguish between reinforcement and punishment. **(6 Marks)**

- f) According to Sigmund Freud, failure to successfully negotiate the various stages of psychosexual development leads to fixation. Explain three stages of psychosexual development in which Amina might be fixated. **(6 Marks)**

### **QUESTION TWO (20 MARKS)**

- a) Memory refers to the ability to encode, store, and retrieve information over time divided into several types. Describe the following types of memory **(2 Marks)**
- i) Sensory memory. **(2 Marks)**
  - ii) Short-term memory (working memory). **(2 Marks)**
  - iii) Long-term memory. **(2 Marks)**
- b) According to Charles Darwin theory of evolution, organisms have evolved through the process of natural selection leading to survival for the fittest. Describe three principles that lead to the concept of fittest according to Charles Darwin. **(6 Marks)**
- c) Using examples, explain four factors that influence the perception and treatment of abnormal behavior in Kenya. **(8 Marks)**

### **QUESTION THREE (20 MARKS)**

- a) The development of Personality is influenced by different factors. Explain three factors that influence the development of personality. **(6 Marks)**
- b) The theory of classical conditioning represents a process in which a neutral stimulus, by pairing with a natural stimulus, acquires all the characteristics of natural stimulus. Discuss the basic principles of classical conditioning. **(6 Marks)**
- c) Posttraumatic Stress Disorder (PTSD) is a mental health condition that can result from experiencing or witnessing a traumatic event. Explain four symptoms of Posttraumatic Stress Disorder (PTSD). **(8 Marks)**

### **QUESTION FOUR (20MARKS)**

- a) Thinking refers to the mental manipulation of information, including perception, memory, language, and learning. State two benefits of critical thinking. **(2 Marks)**
- b) While a sleep Mary was in some level of consciousness and could sense someone walking in her room. Explain three state of consciousness. **(6 Marks)**
- c) Studies have shown that attention-deficit/hyperactivity disorder (ADHD) is caused by is caused by a combination of genetic and environmental factors. Discuss three causes of attention-deficit/hyperactivity disorder (ADHD). **(6 Marks)**
- d) In life we always encounter situations that require decision making such as choosing between critical alternatives. Explain four stages of decision making. **(6 Marks)**

### **QUESTION FIVE (20 MARKS)**

- a) There are type different approaches of learning, each emphasizing different methods and processes of acquiring knowledge and skills: High light three differences between implicit and explicit learning. **(6 Marks)**
- b) People acquire skills, knowledge and attitudes differently based on their uniqueness. Describe three styles of learning. **(6 Marks)**
- c) Motivation is a process that initiates, guides, and sustains goal-oriented behaviors which are essential for enhanced productivity among workers. Discuss four factors that enhance motivation among workers in an organization. **(8 Marks)**