



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION : BACHELOR OF HUMAN RESOURCES MANAGEMENT	
QUALIFICATION CODE: 07BHRM	LEVEL: 5
COURSE CODE: BOP511S	COURSE NAME: BASIC ORGANISATIONAL PSYCHOLOGY
SESSION: JUNE/ JULY 2023	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100
SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Mr. ODILO SIKOPO MS MARTHA NAMUTUWA MR. EHRENFRIED NDJOONDUEZU
MODERATOR:	Mr. E. KANDJINGA
INSTRUCTIONS	
1. Answer ALL the questions. 2. Read all the questions carefully before answering. 3. Number the answers clearly	

PERMISSIBLE MATERIALS (PEN, RULER)

THIS QUESTION PAPER CONSISTS OF 8 PAGES (Including this front page)

Section A: True/False and Multiple choice

(10 marks)

Question 1

Read the statements below and indicate if they are True/False on your answer script.

- 1.1 When people's learning tasks are meaningful to them, and their learning is goal directed or purposeful, the learning process is easier than when they are not motivated. (1)
- 1.2 Dysfunctional conflict improves the healthy exchange of ideas, clears the air and enhances future handling of conflict. (1)
- 1.3 Repression is a process where the individual represses painful, disturbing or dangerous thoughts, experiences or feeling to the unconscious is known as? (1)
- 1.4 The more experience a person has in dealing with the stressor, the less harmful its influence will be. (1)
- 1.5 People with Type B personality (ambitious, competitive, deadlines driven and perfectionists) are likely to die of stress than people with Type A personality. (1)
- 1.6 Providing educational programmes, recreational facilities and supporting workers with alcohol addiction problems are ways to contain alcoholism at workplaces. (1)
- 1.7 Stereotyping is the tendency to be influenced positively or negatively by one characteristic in the evaluation of a person, and the person is consequently regarded in a positive or negative light. (1)
- 1.8 The extent to which members are attracted to the group is known as group cohesion. (1)
- 1.9 Larger groups can tolerate authoritarianism and direct leadership much easier than small groups. (1)
- 1.10 Group norms indicate the standard of behaviour which is expected from individuals in situations related to the group. (1)

Question 2

Read the statements below and select the best suitable answer from the choices provided.

- 2.1 When an individual perceives that another person has or is about to negatively affect something the first party greatly values is? (1)
- a) Frustration
 - b) Conflict
 - c) Aggression
 - d) Stress
- 2.2 Daniel has been discharged from his position due to economic recession effects and he is unable to find another job because he does not have a tertiary education qualification. Which frustration source can you link Daniel's frustration to? (1)
- a) Failure
 - b) Helplessness
 - c) Lack of qualification
 - d) Failure and helplessness
- 2.3 Which of the following describes cognitive appraisal as a stress moderating factor? (1)
- a) Sleeping a fixed number of hours, taking multivitamins, and going to the gym to cope with a fast-paced life.
 - b) The president declaring that alcohol is prohibited in Namibia.
 - c) Individual mental immunity to stress
 - d) The individual's assessment of a stressor will determine his or her ability or inability to deal with a stressful situation.
- 2.4 On their way home from campus, Ivy and Jake came across a street vendor selling fruits. They decided to buy some fruits and shorten their journey home. Both Ivy and Jake love apples and bananas, so they bought large and juicy apples and bananas. Link an external factor that influenced Ivy and Jake attention focus in this regard. (1)
- a) Contrast
 - b) Intensity
 - c) Size
 - d) Familiarity and interest

- 2.5 Before Silvia could access the eLearning platform (MyNust) successfully, she went through a gradual learning process of 'attempt-fail', 'attempt-fail' and then 'attempt pass'. Identify the type of associative learning Silvia experienced. (1)
- a) Classical conditioning
 - b) Operant conditioning
 - c) Cognitive learning
 - d) Trial-and-error learning
- 2.6 The ability to make coordinated movements with the fingers i.e., for handling objects such as screws, little gears of a watch, paintbrushes, etc. is referred to as: (1)
- a) Finger dexterity
 - b) Speed of limb movement
 - c) Reaction time
 - d) Choice reaction time
- 2.7 Ben is delighted that the position offered to him by NAMCOR. pays a good salary but it will mean that he must work for a very unpleasant boss, he now must decide whether he should accept the position with the unpleasant boss or not. This is an example of: (1)
- a) Avoidance- avoidance conflict
 - b) Approach – avoidance conflict
 - c) Multiple approach –avoidance conflict
 - d) Avoidance-avoidance conflict
- 2.8 When a person is threatened and experiences fear, he/she returns to forms of behaviour that are associated with earlier stages of development. This defence mechanism is referred to as: (1)
- a) Splitting
 - b) Intellectualisation
 - c) Projection
 - d) Regression
- 2.9 This defence mechanism refers to an individual who ascribes his/her own personal. unacceptable urges (impulses), feelings, faults, mistakes and attitudes to an external object or person. (1)
- a) Splitting
 - b) Intellectualisation

c) Projection

d) Regression

2.10 The process whereby individuals try to identify the causes or reasons for the behaviour of others is called: (1)

a) Distinctiveness

b) Consensus

c) Consistency

d) Attribution

Section B: Structured questions (answer all questions)

(80 marks)

Question 2

Read the following case study and answer the following questions.

NHE CEO say salary increment impossible...strike enters day six.

National Housing Enterprise CEO, Gisbertus Mukulu said the demand of 7% salary increment is not financially possible from the housing entity.

NHE employees have since embarked on an industrial action on 24 February, with today marking as day six.

"We value our employees – and if conditions were normal, we would have done all in our power to find a middle-ground to meet some of the monetary demands. However, we must bear in mind that given the current challenging economic climate, a salary increment is not possible," he said in statement released on Tuesday.

Mukulu added NHE staff members are still employed with full benefits despite the trying times. He further noted nothing positive can come from this strike, as there are no 'winners'.

90% of the staff voted to go on strike, demanding for an increment, and against nepotism, favouritism and corruption in the parastatal.

NHE is publicly funded and mandated to provide and finance affordable housing to Namibia's low-and middle-income earners.

The housing enterprise total wage bill for the year is estimated at N\$89 799 188, making the staff cost the highest in the company.

"Should the strike continue in its current form, it will worsen the financial position of the company, given that the company won't be able to pay for salaries and all related overheads in its current environment," added the CEO.

Mukulu encouraged the striking workers to return to their work stations to continue housing the Namibian nation and find practical solutions to some of the challenges.

He said, at the moment, the company is seized with finding funds that will ensure the sustainability of the organisation to be deemed a going concern.

However, Public Service Union of Namibia (PSUN) secretary general (SG) Matheus Haakuria made it clear they stand firm on the decision to strike until the two parties meet and address the issues.

Responding to questions from *New Era*, Haakuria stated the union was at the NHE head office yesterday and met with the CEO to stress the importance of dialogue with the employees.

"He did not object anything but assured us that management will be in meetings to find amicable solutions to the demands," he said.

According to him, there were about three proposals the union made to NHE, given the financial position, but NHE chose to ignore.

He explained one of them was a once-off payment of N\$15 000, which was agreed by the negotiating teams and part of the approved budget for 2021/22.

However, he said, NHE reversed the decision and refused to further engage the union. - mndajavera@nepc.com.na

The Newera newspaper (2023-03-02)

- 2.1 Having understood the article, define the term frustration and identify four (4) sources of frustration from the case study? (5)
- 2.1 Identify and discuss the five (5) stages of group development that could have been used by the NHE employees? (10)

Question 3:

- 3.1 Describe one example of behaviour that you have learnt in your life through observational learning, operant conditioning and trial and error learning? (6)
- 3.2 Define the term human ability and explain how physical, mechanical, and psychomotor abilities positively and negatively affect recruitment and selection in an organisation. (8)
- 3.3 We all have been involved in some form of conflict in our lives. Reflection the latest conflict that you were involved in / experienced and answer the following questions.?
- a) Who was involved in the conflict (2)
 - b) What was the source of the conflict (2)
 - c) How did you resolve the conflict (3)
- 3.4 Alcohol consumption is said to constitute an emerging social problem among adolescents and youth in Namibia with one study estimating that 53.5% of youths aged 13-30 use alcohol (Barth and Hubbard, 2009).
- 3.4.1 Identify any 5 long-term effects of alcohol that could affect Namibian youth? (5)
- 3.4.2 What do you think Namibian employers can do to help workers with drinking problems? (10)
- 3.5 Discuss the three different components of an attitude and provide an example for each of three? (9)
- 3.6 Discuss the process of attribution and the different criteria used when attributions are made regarding someone's behaviour? (8)

- 3.7 There are different explanations for people's need to belong to a group. Discuss the most important reasons for it. (12)

Total Marks: 100

Good luck!