



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF MANAGEMENT

QUALIFICATION: BACHELOR OF HUMAN RESOURCES MANAGEMENT	
QUALIFICATION CODE: 07BHRM	LEVEL: 7
COURSE CODE: BOP511S	COURSE NAME: BASIC ORGANISATIONAL PSYCHOLOGY
SESSION: JUNE 2022	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SUPPLEMENTARY / SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms. E January-Enkali Mr Elias Kandjinga Mr Ehrenfried Ndjoonduezu
MODERATOR:	Dr Andrew Jeremiah

INSTRUCTIONS	
1. Answer ALL the questions. 2. You are expected to apply your subject knowledge to case studies. 3. Write clearly and neatly. 4. Number your answers clearly.	

PERMISSIBLE MATERIALS

1. Examination paper
2. Examination script

THIS MEMORANDUM CONSISTS OF 7 PAGES (Including this front page)

SECTION A

Question 1

(10 marks)

This section consists of multiple-choice questions and each carry one (1) mark. Indicate your answers in the answer book provided.

- 1.1. 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
- 1.2. The ability to select or initiate a response when the response must be selected from two or more alternative choices or stimuli for example, a worker selecting bad apples from a conveyor belt must have the ability to quickly remove those apples that do not meet the requirements. This is called: **(1)**
- a) Reaction time
 - b) Wrist finger speed
 - c) Choice reaction time
 - d) Precision control
- 1.3. Fiina receives a bursary to study at Curtin University of Technology in Australia but at the same time she is promoted at work. She must now choose between studying overseas and the promotion. This is an example of: **(1)**
- a) Approach –avoidance conflict
 - b) Multiple approach –avoidance conflict
 - c) Approach –approach conflict
 - d) Avoidance –avoidance conflict
- 1.4. John is delighted that the position offered to him by Namibia Post Ltd. pays a good salary but it will mean that he has to work for a very unpleasant boss, he now has to 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
- 1.5. 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
- 1.6. 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
- 1.7. The manner in which individuals protect themselves against unacceptable urges or feelings by consciously developing opposing attitudes and behaviour patterns, are called: **(1)**
- a) Rationalisation
 - b) Reaction formation
 - c) Projection
 - d) Regression
- 1.8. This type of drug serves as a relaxant and remedy for insomnia but can be abused to provide an intense feeling of well-being. This results in physical as well as psychological addiction. **(1)**
- a) Opiates
 - b) Sedatives
 - c) Inhalers
 - d) Stimulants

1.9. Approximately 1, 8 metres that is found during formal business discussions, such as when the supervisor and personnel manager meets, is referred to as: **(1)**

- a) Intimate distance
- b) Personal distance
- c) Social distance
- d) Public distance

1.10. The process whereby we try to identify the causes or reasons for the behaviour of others is called: **(1)**

- a) Distinctiveness
- b) Consensus
- c) Consistency
- d) Attribution

QUESTION 2

TRUE/FALSE

(10 MARKS)

- 2.1. Impression formation is a process whereby we gather a variety of (diverse) information about other people. (1)
- 2.2. Central characteristics refer to characteristics that play an important role when we observe people and that also affect the judgement of other characteristics. (1)
- 2.3. Stereotyping is the tendency to be influenced positively or negatively by one particular characteristic in the evaluation of a person, and the person is consequently regarded in a positive or negative light. (1)
- 2.4. The stage where group members acknowledge and discuss their differences is referred to as forming. (1)
- 2.5. Norming is the stage where the group is well organised and internally controlled. (1)
- 2.6. The extent to which the members are attracted to the group is known as group cohesion. (1)
- 2.7. Larger groups can tolerate authoritarianism and direct leadership much easier than small groups. (1)
- 2.8. There is more pressure on members of larger groups to perform as individuals. (1)
- 2.9. Groupthink as a way of thinking that people engage in when they are deeply involved in a highly cohesive in-group. (1)
- 2.10. Group norms indicate the standard of behaviour which is expected from individuals in situations related to the group. (1)

SECTION B

QUESTION 1

(STRUCTURED QUESTIONS- 80 MARKS)

- 1.1. Define the following environmental influences that can have an impact on a person's development and give a relevant examples for each.
- a) Prenatal influences (3)
 - b) The birth process (3)
 - c) Postnatal influences (3)
- 1.2. You have probably written either matric or university exams/tests within the past months. You have thus experienced having to work under stress. Thinking back on a stressful period, such as when you wrote exams, will help you identify with the stress experiences of employees. Reflect to a particular stressful period when you were studying and answer the following questions.
- a) How many hours a day did you study? (1)
 - b) What aspects of your daily behaviour changed during this period? (2)
 - c) How did these changes affect your health and feeling of well-being? (2)
 - d) How did you feel during this time, both physically and psychologically? (2)
 - e) How were your close relationships with family members, friends or partners affected during that period? (3)
 - f) Now that you have studied a chapter on stress, explain which stress coping strategies can you make use of for your next examination session? (5)
- 1.3. We all have been involved in some form of conflict in our lives. Reflect on 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)
- 1.4. A former Namibian President once made the remark that Namibia has become a country of drunkards. Do you agree or disagree with that remark? What do you think Namibian employers can do to help workers with drinking problems? (10)

- 1.5. Discuss the three different components of an attitude and provide an example for each of three. (9)
- 1.6. Discuss the process of attribution and the different criteria used when attributions are made regarding someone's behaviour. (8)
- 1.7. We often think that groups form by themselves and start functioning immediately. This is not true because groups go through different stages during their lifetimes. Discuss the stages of group development. (10)
- 1.8. 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!

