



PANIPIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY
FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF MANAGEMENT

QUALIFICATION: BACHELOR OF HUMAN RESOURCES MANAGEMENT	
QUALIFICATION CODE: 07BHRM	LEVEL: 5
COURSE CODE: IOP511S	COURSE NAME: INTRODUCTION TO ORGANISATIONAL PSYCHOLOGY
SESSION: JUNE 2019	PAPER: SESSION 1
DURATION: 2 HOURS	MARKS: 100

FIRST OPPORTUNITY QUESTION PAPER	
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INSTRUCTIONS
1. Answer ALL the questions. 2. Write clearly and neatly. 3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination paper
2. Examination script

THIS QUESTION PAPER CONSISTS OF 5 PAGES (Including this front page)

SECTION A

(Multiple choice questions) indicate the right options in the answer book provided. Every correct answer carries two marks. [20]

1. Which one of the following group's types is organisationally determined?
 - a) Job
 - b) Task
 - c) Work
 - d) Social

2. After which stage of group's development has the group formed a common set of expectations of member behaviour?
 - a) Norming
 - b) Storming
 - c) Development
 - d) Forming

3. All of the following are true about learning except that it -----.
 - a) Involve change
 - b) Can have a very short duration
 - c) Requires a change in behaviour
 - d) Affects aptitude

4. What role did the meat play in Pavlov's experiment with dogs?
 - a) An unconditioned response
 - b) A conditioned stimulus
 - c) A reconditioned stimulus
 - d) An unconditioned stimulus

5. Consequences of stress can surface as ----- symptoms.
 - a) Physiological
 - b) Psychological
 - c) Behavioural
 - d) All of the above

6. A skill will improve or an association becomes stronger the more often it is repeated, and it will lapse if it is not used. This is called:
 - a) The law of effect

- b) The law of use
 - c) The law of conditioning
 - d) Trial-and-error
7. According to Sheldon's constitutional theory, a person with a round body and a soft appearance is referred to as a:
- a) Ectomorph
 - b) Mesomorph
 - c) Endomorph
 - d) None of the above
8. When people are faced with too much stress, they tend to use a certain drug to help them calm down, and the drug is known as;
- a) Opiate
 - b) Sedative
 - c) Stimulant
 - d) Inhalant
9. The ----- component of an attitude is the emotional or feeling component of that attitude.
- a) Affective
 - b) Cognitive
 - c) Behavioural
 - d) Evaluative
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10. Most perceptual errors are made on the basis of
- a) Insufficient information
 - b) Manipulation
 - c) Stereotyping
 - d) All of the above

SECTION B

(True or False statements) indicate whether the statement is true or false in the answer book provided. Every correct answer carries two marks. [20]

1. Distribution of learning time is more appropriate when motor skills are being learnt than in the case of verbal subjects.
2. All learning displayed by people is usually considered to be the result of conditioning.
3. One of the factors that lead to differences in work behaviour is genotype.
4. Mrs. Shikongo is not happy with her current job, but cannot resign because she fears that she might not find another job. This represents approach-avoidance conflict.
5. The desire to reduce dissonance between attitude and behaviour is in general not moderated by outside factors.
6. An alcoholic is likely to skip meals.
7. Learning a conditioned response involves building up an association between a conditioned stimulus and an unconditioned stimulus.
8. Operant conditioning is a form of social and moral learning.
9. Mesomophy relates to people who are slender but have a strong ego.
10. Attitude can be displayed at a cognitive level.

SECTION C

Long Questions

[60]

1. Explain the categories of stressors with an example for each.
(8)
2. Freud believed that the mature person's personality is the result of childhood development. Distinguish between the five different phases of development which correspond with anatomical areas or body parts of the child?
(10)
3. Distinguish between the quantitative and qualitative dimensions of work behaviour by means of work –related examples.
(8)
4. You are an organisational specialist and you are required to advice the Human Resource Manager to set up a group, but then you need to explain to him the requirements of a small group.
(8)
5. Perceptual errors are one way that causes us to form the wrong impression of other people's behaviour. Explain the six (6) perceptual errors.
(12)

6. Modeling behaviour is also referred to as observable learning or learning through imitation. Explain the three processes of imitation that are involved.
(6)
7. Explain the four characteristics of conditioning process.
(8)