



**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: JULY 2019	PAPER: SESSION 2
DURATION: 2 HOURS	MARKS: 100

SECOND 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

(True or False statements) indicate whether the statement is true or false in the answer book provided.

1. The nature and characteristics of small groups can consist of the following aspect, which the member must be from the same culture or race.
2. A condition in which the organisation voluntarily displays a response (behaviour) that is either rewarded or punished by an environment is known as operant conditioning.
3. The functional nature of intelligence is the ability to abstract reasoning, learning ability and adaptability.
4. A condition that develops in a person who is prevented from him/her to realize a goal is frustration.
5. Forms of cognitive learning consist of trial-and-error learning.
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 the law of use.
7. The personnel department that has the task of recruitment and training new employees is an example of a formal group.
8. According to Sheldon's constitutional theory, a person with a round body and a soft appearance is referred to as an ectomorph.
9. Mrs. Jones is not happy with her current job, but cannot resign because she fears that she might not find another job. This represents avoidance-avoidance conflict.
10. One of the factors that leads to differences in work behaviour is genotype.

[10]

SECTION B

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

1. If Fiina's mother and father both have genes for brown eyes, Fiina will have brown eyes because only the recessive genes for brown eyes is available for transfer. This is an example of:
 - a) Individuality
 - b) Phenotype
 - c) Genotype
 - d) Direct and indirect influences
2. The following are all individual factors that lead to differences in work behavior, except:
 - a) Abilities
 - b) Aptitude
 - c) Age
 - d) Type of training offered
3. ----- Refers to a hereditary ability to achieve in a specific task or activity in future:
 - a) Aptitude
 - b) Giftedness
 - c) Talent
 - d) Skill
4. The calculation of the intelligence quotient(IQ) is done by using the formula:
 - a) $IQ = MA/CA \times 100$
 - b) $IQ = CA/MA \times 100$
 - c) $IQ = MA/CA \times 150$
 - d) $IQ = CA/MA \times 150$
5. A motor mechanic must have the ability to tune the carburettor of a car to ensure that the correct amount of fuel is consumed. This is an example of :
 - a) Precision control
 - b) Rate control
 - c) Speed of limb movement
 - d) Reaction time
6. A person with a round body and a soft appearance where the skeleton and muscle system is relatively underdeveloped while the abdomen is overdeveloped, is referred to as a :
 - a) Mesomorph
 - b) Endomorph
 - c) Somotype
 - d) Ectomorph

7. Maslow distinguishes between lower and higher-level needs in an individual. An example of a lower order need is:
- a) Self – actualisation
 - b) Self esteem
 - c) Self – ego
 - d) Safety
8. Challenging tasks, opportunities for innovation and creativity, is satisfying:
- a) Security needs
 - b) Social needs
 - c) Physiological I needs
 - d) Self –actualisation needs
9. The following are all forms forms of associative learning except:
- a) Classical conditioning
 - b) Social conditioning
 - c) Operant Conditioning
 - d) Trial and error learning
10. ----- is the group with which a person is identified and is particularly important in the formation of a person's beliefs, values and attitudes.
- a) Social group
 - b) Task group
 - c) Reference group
 - d) Formal group

[20]

SECTION C

Long questions

2.1 Using examples, explain various ways in which people can change their attitude to reduce dissonance.

[12]

2.2 Explain in full the three characteristics of environmental influences.

[12]

2.3 You are a psychologist who must conduct a seminar on frustration to a group of people from different companies and you are required to explain to them any eight (8) types of defense mechanisms that one uses as a reaction to frustration.

[16]

2.4 List and explain the (4) requirements of the classical conditioning process.

[8]

2.5 Explain the importance of individual differences with regard to selection and placement in the industry in terms of the following factors:

- a) Differences in work potential
- b) Economic considerations
- c) Personal considerations
- d) Social considerations
- e) Legal/Contractual considerations

[10]

2.6 List and explain six (6) sources of frustration preferably using the industry related examples.

[12]