



**PAMIBIA 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	COURSE LEVEL: 5
COURSE CODE: BOP511S	COURSE NAME: BASIC ORGANISATIONAL PSYCHOLOGY
SESSION: JUNE / JULY 2024	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100
FIRST 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 MEMORANDUM CONSISTS OF 9 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 Talent is the basic, mainly hereditary, ability to develop and acquire skills. **(1)**
- 1.2 Organisational psychology is the scientific study and application of individual differences in order to facilitate the best decisions regarding employees in their workplaces. **(1)**
- 1.3 Avoidance-Avoidance type of conflict happens when both choices/objectives are equally negative or unattractive. **(1)**
- 1.4 Positive re-enforcement takes place when the reinforcer is removed after the response. **(1)**
- 1.5 Conformity is the degree to which a group member is prepared to quit the group at all cost in order to protect their ego. **(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 Psychological contract refers to a written agreement that explains what management expects from an employee and what an employee expects of the employer. **(1)**
- 1.8 Absenteeism, accidents, and increased medical insurance costs can be attributed to alcohol and/or alcohol abuse. **(1)**
- 1.9 People have five general senses and of these five senses hearing and sight are generally the most important senses in the work environment. **(1)**

1.10 Understanding the origin and influences of human behaviour is an important consideration for Human Resources Practitioner and others involved in dealing with people in workplaces. **(1)**

Multiple Choice

(10 marks)

Question 2

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

- 2.1 When Samuel the supervisor asks Kamali where he left a certain tool, Kamali would immediately not remember. However, Kamali is likely to remember minutes after Samuel has left. Identify the memory characteristic in this case. **(1)**
- a. Arranging of memory material meaningfully
 - b. Sifting of information
 - c. Processing of easier material
 - d. Retrieval of information
- 2.2 They apply and develop knowledge in purposeful methods and practices with a view of influencing, developing, and optimising the performance, relationships, and wellness of employees in workplaces. **(1)**
- a. Human Resources Management Practitioners
 - b. Industrial & Organisational psychologists
 - c. Psychologists in theory
 - d. All of the above
- 2.3 Which learning principle is since the learning behaviour of an individual is influenced by the motivation to attain a goal. **(1)**
- a) Distribution of learning time
 - b) Feedback of results
 - c) Motivation of a learner
 - d) Goal setting
- 2.4 Karien, the supervisor of Timothy, discovers that Timothy is intelligent and always willing to go an extra-mile. Karien later discovered that Timothy is very assertive, but this observation has not changed Karien's view on Timothy. This process is known as. **(1)**
- a) Criteria for evaluation
 - b) Central characteristics
 - c) Impression formation

d) First impression

2.5 After completing her research project, Maria was asked to defend her research project in the presence of the research review panel. Which cognitive intelligence component is applicable in this case? **(1)**

a) Functional approach

b) Structural approach

c) Abstract reasoning

d) All the above

2.6 Maggy applies for a management position in an organisation. The results of the personality test indicate that she is someone who does not communicate easily. If you were to select decision, what can you say about Maggy? **(1)**

a) Maggy will be suited for the position because she speak less and do more.

b) Maggy is competent, based on her test results and it is the type of individual the company has been longing for.

c) Maggy's abstract reasoning is immaculate and will be a valuable member of the company.

d) Maggy is not suitable for a management position because communication skills are a requirement there.

2.7 Which of the following are key components of attitudes **(1)**

a) Cognitive, evaluative and smell

b) Cognitive, evaluative and sight

c) Cognitive, evaluative, and feeling

d) Cognitive, evaluative, and hearing

2.8 Brendell observes how modest his elder brother dresses every time he's going out with friends, and he starts to imitate his style whenever he's going for shopping with his mother. This form of learning Brendell is applying is called? **(1)**

a) Classical conditioning

- b) Operant conditioning
- c) Social and modelling
- d) Cognitive learning

2.9 "...is a set of expected behaviour patterns attributed to someone occupying a given position in a certain social unit". **(1)**

- a) Role
- b) Attitudes
- c) Personality
- d) Status

2.10 When a supervisor asks an employee to attend a staff association, meeting but the employee is also expected to complete a vital project during the same afternoon, is described **(1)**

- a) Unreasonable expectations and time limits
- b) Multiple role influences
- c) Conflict between the interests of the group and the organisation.
- d) Type of position

Section B: Structured questions (answer all questions)

Question 1

(58 marks)

- 1.1 Discuss with your own understanding the following psychological concepts? **(6)**
- 1.1.1 Genotype
 - 1.1.2 Phenotype
 - 1.1.3 Talent.
- 1.2 Didi is highly regarded by his peers as a learner who applies abstract concepts, master new learnings and adapt to new.
- 1.2.1 Identify the intelligence approach that Didi utilises? **(2)**
 - 1.2.2 Identify and discuss four criticisms of relying on this approach? **(4)**
- 1.3 People learn through an associative learning process called 'Trial and Error'. Describe this learning process with two relevant examples of your own. **(10)**
- 1.4 Classical conditioning under associative learning form, is not a natural process, meaning it's not learning by default. The learning must meet certain conditions for learning to take place. In your view what are the learning requirements that must be met under classical conditioning? **(8)**
- 1.5 Simeon is health professional at Katutura State Hospital, he received a call from his supervisor early in the morning that he needs to be at the office earlier than before. Simeon immediately rushed to prepare for work as he was already running late. He thought to himself, 'my time is okay, I can get to work just as early as required'. While on the road, a car he was following experienced mechanical problems and died in front of him. Suddenly, he couldn't proceed. Frustrated, Simeon sounded his car horn repeatedly. What is the source of frustration in this case? Motivate your answer. **(4)**
- 1.6 Describe your own lived experience/situation when your emotional intelligence was put to the test. How did you achieve the following dimension of emotional intelligence? **(18)**
- a) Situation/lived experience description **(3)**
 - b) Self-awareness **(3)**
 - c) Self-regulation **(3)**
 - d) Motivation **(3)**

- e) Empathy (3)
- f) Social skills (3)

1.7 Differences in work behaviour occur in two different dimensions. Mention and explain these dimensions with corresponding examples. (6)

Question 2

(22 marks)

Read the following case study and answer the following questions.

Schneider a student at Eenhana NUST campus is unable to access the eLearning platform (MyNust) avoiding him from accessing his online test due to network connection speed, as a result of Schneider's frustrations after failing to write an online test, he stood up from the computer lab and slammed the door in front of the Lecturer. The Lecturer got angry and confronted Schneider about the incident, which made him to calm down and apologise. They both agreed that since the situation was beyond their control, he was going to be allowed another opportunity to write when the network is much stable on the weekend, which seemed ok with Schneider since he was equally afraid that if he misses the opportunity he would not qualify for exam. The situation is a dilemma for Schneider because he did not want to take the test again that weekend as he was scheduled to participate in the HopSol under 19 soccer tournament in Windhoek the same weekend.

- 2.1 Describe the conflict of dynamic Schneider is experiencing? Motivate your answer with corresponding example form the case study? (4)
- 2.2 When Schneider slammed the door in anger, what defence mechanism did he apply and why? (4)
- 2.3 Mention and explain any other 2 defence mechanism that Schneider could have used in this case? (4)
- 2.4 Consequences of stress can be damaging to an organisation. Mention and discuss any five causes of stress in the workplace? (10)

Total Marks: 100

Good luck!