



**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	COURSE LEVEL: 5
COURSE CODE: BOP511S	COURSE NAME: BASIC ORGANISATIONAL PSYCHOLOGY
SESSION: JULY/ AUGUST 2024	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 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 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 People with Type B personality (ambitious, competitive, deadlines driven and perfectionists) are likely to die of stress than people with Type A personality. **(1)**
- 1.4 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)**
- 1.5 Marginal attention is when people are unaware of the events around them because they are focusing their attention elsewhere, but their perceptive senses warns them of danger unfolding in their surroundings is known as? **(1)**
- 1.6 Central characteristics refer to characteristics that play an important role when we observe people and that also affect the judgement of other characteristics. **(1)**
- 1.7 According to Sheldon's constitutional typology, a person who is slender and delicate with a flat chest and long thin limbs is called an Endomorph. **(1)**
- 1.8 Rationalisation is the process that takes place in the unconscious. Unpleasant thoughts, painful memories, dangerous and unacceptable desires lead to anxiety and consequently, the individual represses them to the unconscious in order to protect his/her ego. **(1)**
- 1.9 During projection all kinds of logical and acceptable fabrications are evoked to justify or hide unworthy motives or behaviour patterns. **(1)**

- b) Helplessness
 - c) Lack of qualification
 - d) Failure and helplessness
- 2.5 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
- 2.6 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
- 2.7 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
- 2.8 If John’s mother and father both have blue genes for blue eyes, John will have blue eyes because only the recessive gene is available for transfer. Which of the following best describes this genetic transformation? **(1)**
- a) Phenotype
 - b) Genotype
 - c) Post-natal
 - d) Gender determination
- 2.9 When the Samuel the supervisor asks Kamali where he left a certain tool, Kamali would immediately not remember. However, Kamali is likely to remember them

minutes after the 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

2.10 Personality theories can be divided into the following four categories, except. **(1)**

- a) Psychodynamic approach or Depth Psychology theories.
- b) Learning theory or behaviourism.
- c) Dimensional approach.
- d) Social approach

Section B: Structured questions (answer all questions)

(80 marks)

Question 2

Read the following case study and answer the following questions.

Coastal company's employees complain of salary delays.

EMPLOYEES of Stewardship, a mining, engineering, and drilling company at Swakopmund, are scrambling for money to pay their bonds and other financial commitments after the company failed to pay their April salaries. The employees went to the company premises at Nonidas outside Swakopmund to demand their salaries last week, and claim the company's managing director, Pines van Wyk, threatened to delay their salaries by six months if they do not stop demanding their pay and do not stop visiting the company premises. Penda Hashiyana and nine other employees resigned at the end of March, and say they are yet to receive their payouts and April salaries. "Last week the company manager told us we must wait for him to get paid so that he can pay us. He even told us to go to the labour commissioner if we want to, or he will get a court order for us to wait for six months without pay," said Hashiyana.

In a letter to the employees last week, Van Wyk promised that salaries were to be paid on 2 May. "Management would like to inform all staff that payment from our current projects will be paid late. Hence, we are unable to pay salaries on 30 April," reads the letter. In the letter, he explained that the company continued to take drastic measures to ensure the survival of the group. By Friday (14 May) the promise to pay salaries had not been fulfilled. Van Wyk declined to speak to The Namibian on why salaries were not paid. "I have no comment on that. I don't know, I am the MD. HR [human resources] deals with that," he said.

The Namibian newspaper (2021-05-15)

- 2.1 Define the term frustration and identify three (3) sources of frustration from the case study? **(4)**
- 2.2 Mention and explain six (6) reasons why people form groups? **(12)**
- 2.3 Mention and explain the five (5) stages of group development? **(10)**
- 2.4 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)**
- 2.5 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? **(2)**
- 2.6 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).
- 2.6.1 Identify any 4 long-term effects of alcohol that could affect Namibian youth? **(4)**
 - 2.6.2 What do you think Namibian employers can do to help workers with drinking problems? **(8)**
- 2.7 Discuss the process of attribution and the different criteria used when attributions are made regarding someone's behaviour? **(8)**

- 2.8 Discuss your personal experience with regards to Sigmund Freud's Psychoanalytic personality structure theory?
- 2.8.1 Share your personal urge/desire with regards to the ID? (3)
- 2.8.2 What was the interpretation and action of the ego? (3)
- 2.8.3 How did the super-ego help you to resolve the issue in a morally acceptable manner? (3)
- 2.9 Discuss the three most popular methods by which employers can determine personalities of their employees? (6)
- 2.10 Work stress can have positive consequences. Discuss any two positive consequences with relevant examples? (4)

Total Marks: 100

Good luck!