



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF MANAGEMENT

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

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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MODERATOR:	Dr Andrew Jeremiah

INSTRUCTIONS
<ol style="list-style-type: none">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 QUESTION PAPER CONSISTS OF 9 PAGES (Including this front page)

Section A: Multiple choice

(14 marks)

Question 1

- 1.1. This area is concerned with behavioural dynamics, communication, and conflict management among individuals and groups of employees, employers & other parties (i.e., the government and labour unions). **(1)**
- a) Industrial relations
 - b) Ergonomics
 - c) Career psychology
 - d) Personnel psychology
- 1.2. 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
- 1.3. Sarah 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 Sarah? **(1)**
- a) Sarah will be suited for the position because she speak less and do more.
 - b) Sarah is competent, based on her test results and it is the type of individual the company has been longing for.
 - c) Sarah's abstract reasoning is immaculate and will be a valuable member of the company.
 - d) Sarah is not suitable for a management position because communication skills are a requirement there.
- 1.4. On his way to school, Jane received a call that her Godmother collapsed and died while on her way to a funeral. Jane was left devastated by the news and haven't eaten since. Which source of frustration can you link Jane's frustration to? **(1)**
- a) COVID-19
 - b) Loss

- c) Retrenchment
 - d) Lack of resources
- 1.5. When the 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
- 1.6. 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 the above
- 1.7. 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
- 1.8. 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
- 1.9. Cassie observes her mother wearing a face a mask every time the mother is going to the shop. Cassie begins to imitate this behaviour and start wearing the face mask every time she want to go outside. What form of learning is Cassie applying? **(1)**
- a) Classical conditioning

- b) Operant conditioning
 - c) Social and modelling
 - d) Cognitive learning
- 1.10. 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
- 1.11. If Martin continually hears from fellow students that remote learning is bad, he will uphold the belief every time remote learning is discussed. Martin perception known as. **(1)**
- a) Prejudice
 - b) Stereotypes
 - c) Halo-effect
 - d) First impression
- 1.12. "...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
- 1.13. 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
- 1.14. 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

Section A: True/false

(6 marks)

Question 2

- 2.1. Providing educational programmes, recreational facilities and supporting workers with alcohol addiction problems are ways to contain alcoholism at workplaces. **(1)**
- 2.2. Psychological contract refers to a written agreement that explains what management expects from an employee and what an employee expects of the employer. **(1)**
- 2.3. Absenteeism, accidents, and increased medical insurance costs can be attributed to alcohol and/or alcohol abuse. **(1)**
- 2.4. Organisational psychology is the scientific study and application of individual differences in order to facilitate the best decisions regarding employees in their workplaces. **(1)**
- 2.5. People have five general senses and of these five senses hearing and sight are generally the most important senses in the work environment. **(1)**
- 2.6. 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)**

Section B: Structured questions (answer all questions)

(80 marks)

Question 1

(54 marks)

- 1.1. 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)**
- 1.2. Nangula is late for a meeting and has been making rounds in the parking bay for 15 minutes and could not find a parking spot. She later decided to park her car at a reserved parking spot. Upon her return, she found her car clamped by Campus Control Officers and a spot fine of N\$ 300 is required from her in order to release her car. Upon hearing this, Nangula started shouting and screaming to Campus Control Officers. From this incident, mention and explain with citation from the case two possible causes of frustration. **(4)**
- 1.2.1. Assume you are Nangula in this case, discuss five defense mechanisms you will use to protect yourself from mental anxiety. Link your discussion to the scenario provided. **(10)**
- 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. 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)**
- 1.5. NUST (your chosen university) pronunciation that due to the COVID-19 pandemic, it will adopt the hybrid-mode of teaching and learning caused uneasiness within the academic community. Can you recall your feeling toward the hybrid-mode of teaching and learning? Discuss your own experience based on the following psychological topics: **(18)**
- a) Human ability **(3)**
 - b) Personality **(3)**
 - c) Frustration **(3)**
 - d) Stress **(3)**

- e) Learning and memory (3)
- f) Attitude (3)

Question 2**(26 marks)**

Read the following case study and answer the all the questions that follow.

Debbie the HR manager has always been a reliable and conscientious worker. She has worked for the company for over ten years. There has never been reason for the HR director to follow up on an instruction given to Debbie or monitor her work. However, for the last couple of weeks Debbie missed deadlines and has been absent from work with minor complaints such as headaches, vomiting etc. the HR director cannot understand this recent change in very reliable Debbie. He calls her to a meeting to discuss recent poor performance and absenteeism. It is only once Debbie is at her desk that she notices how much weight she lost and terribly unhappy she looks. Debbie explains that she is in the middle of a divorce. Although this has nothing to do with work, she is unable to concentrate and needs counselling.

- 2.1. What caused Debbie's poor performance and under which stress causes is Debbie's situation? **(3)**
- 2.2. What individual stress effect does Debbie exemplify and why do you think so? **(6)**
- 2.3. What measures can the HR director put in place to detect problems like that of Debbie before it is too late? **(3)**
- 2.4. Seeing that Debbie herself was unaware of her ill-health, what stress coping strategies can you recommend to Debbie as an early alert? **(2)**
- 2.5. Mention and explain three origin and development of attitudes. **(6)**
- 2.6. Explain how physical, mechanical, and psychomotor abilities positively and negatively affect recruitment and selection in an organisation. **(6)**

Total Marks: 100

Good luck!

