



**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	LEVEL: 5
COURSE CODE: BOP511S	COURSE NAME: BASIC ORGANISATIONAL PSYCHOLOGY
SESSION: JUNE / JULY 2023	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100
FIRST OPPORTUNITY EXAMINATION PAPER	
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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 QUESTION PAPER CONSISTS OF 8 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 Providing educational programmes, recreational facilities and supporting workers with alcohol addiction problems are ways to contain alcoholism at workplaces. (1)
- 1.2 Psychological contract refers to a written agreement that explains what management expects from an employee and what an employee expects of the employer. (1)
- 1.3 Absenteeism, accidents, and increased medical insurance costs can be attributed to alcohol and/or alcohol abuse. (1)
- 1.4 Talent is the basic, mainly hereditary, ability to develop and acquire skills. (1)
- 1.5 Organisational psychology is the scientific study and application of individual differences in order to facilitate the best decisions regarding employees in their workplaces. (1)
- 1.6 Avoidance-Avoidance type of conflict happens when both choices/objectives are equally negative or unattractive. (1)
- 1.7 Positive re-enforcement takes place when the reinforcer is removed after the response. (1)
- 1.8 People have five general senses and of these five senses hearing and sight are generally the most important senses in the work environment. (1)
- 1.9 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)
- 1.10 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)

- 2.5 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
- 2.6 "...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
- 2.7 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.
- 2.8 Cassie observes her mother wearing a face 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
- 2.9 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

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

(57 marks)

- 1.1 Discuss with your own understanding the following psychological concepts? (6)
- 1.1.1 Organisational Psychology
 - 1.1.2 Ergonomics
 - 1.1.3 Consumer psychology
- 1.2 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)
- 1.3 Anna is highly regarded by her peers as a learner who applies abstract concepts, master new learnings and adapt to new.
- 1.3.1 Identify the intelligence approach that Anna utilises? (2)
 - 1.3.2 Identify and discuss four criticisms of relying on this approach? (4)
- 1.4 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 she is required to pay a spot fine of N\$300 in order to release her car. Upon hearing this, Nangula started shouting and screaming to Campus Control Officers.
- 1.4.1 From this incident, mention and explain with citation from the case two possible causes of frustration. (4)
 - 1.4.2 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)
- 1.5 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.
- 1.5.1 What is the source of frustration in this case? Motivate your answer. (5)

1.6 Imagine you have enrolled on a distance study mode at NUST. Recently NUST announced that the Distance study mode will be permanently phased out due to the application of the hybrid-mode of teaching and learning which caused uneasiness within the academic community. Can you recall your feeling towards 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

(23 marks)

Read the following case study and answer all the questions below.

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 stressor category is Debbie's situation? (3)
 - 2.1.1 What individual stress effects does Debbie exemplify and why do you think so? (6)
- 2.2. What measures can the HR director put in place to detect problems like that of Debbie before it is too late? (3)
- 2.3. Seeing that Debbie herself was unaware of her ill-health, what stress coping strategies can you recommend to Debbie as an early alert? (2)
- 2.4. Explain how physical, mechanical, and psychomotor abilities positively and negatively affect recruitment and selection in an organisation? (9)

Total Marks: 100

Good luck!