

Surname & Initial/s... ..

Student Number... ..

UNIVERSITY OF FORT HARE

INTRODUCTION TO
PSYCHOLOGY IN INDUSTRIAL
IPS 121

SUPPLEMENTARY EXAMINATIONS

January
2019

.....

Time: 2 HOURS

Subject: IPS 121

Marks: 100

This paper consists of 18 pages including the cover
page

Internal Examiners

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INSTRUCTIONS

1. *WRITE YOUR NAME & STUDENT NUMBER* on this page and on the answer sheet on page 17.
2. *ANSWER ALL QUESTIONS* (i.e., Question 1 to Question 100).
3. *ANSWER THE MULTIPLE CHOICE QUESTIONS BY RINGING THE CORRECT ALTERNATIVE ON THE ANSWER SHEET ON PAGES 17 to 18.*
(Do not remove answer sheet from the question paper)
4. *THE ENTIRE QUESTION PAPER MUST BE HANDED IN.*

NB: Standard Examination Answer Book *MUST NOT* be used.

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ANSWER ALL QUESTIONS (i.e., Questions 1 to 100)

Multiple Choice Questions (answers to be circled on answer sheet on pages 17 - 18. Do NOT remove answer sheet from question paper).

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1. _____ help people deal cope with emotional stress.
 - a. Counselling psychology
 - b. Positive psychology
 - c. Clinical psychology
 - d. none of the above
2. _____ studies higher mental processes such as language, intelligence, problem-solving, reasoning... etc.
 - a. Psychometrics
 - b. Development psychology
 - c. Experimental psychology
 - d. None of the above
3. The field of psychology that deals with patterns of behaviour in people across time and situations (attributes and traits) is known as _____.
 - a. Health psychology
 - b. Personality psychology
 - c. Social psychology
 - d. Development psychology
4. _____ includes psychometrics supports personnel, career counselling etc.
 - a. Work-related psychological assessment
 - b. Career psychology and counselling
 - c. Research methodology
 - d. Organisational psychology
5. _____ is concerned with behavioural dynamics, communication, and conflict management between individuals and groups of employees, employers and other parties (unions and state).
 - a. Employee and organisational well-being
 - b. Labour relations
 - c. Personnel psychology
 - d. None of the above
6. _____ Consumer psychology – is concerned with studying psychological aspects of consumer or economic behaviour (needs, interests, motivation).
 - a. Consumer psychology
 - b. Positive psychology
 - c. Personnel psychology
 - d. Community psychology

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7. Which of the following is the subfield of industrial/organisational psychology?
 - a. Career psychology
 - b. Personnel psychology
 - c. Ergonomics
 - d. All of the above
8. Which of the following is a subfield of psychology
 - a. Organisational psychology
 - b. Consumer psychology
 - c. Labour relations
 - d. All of the above
9. _____ is also known as human factor psychology
 - a. Career psychology
 - b. Consumer psychology
 - c. Personnel psychology
 - d. Ergonomics
10. A subfield of psychology that studies cause of criminal behaviour is known as _____.
 - a. Cognitive psychology
 - b. Personality psychology
 - c. Forensic psychology
 - d. Development psychology
11. _____ establishes patterns of human behaviour in controlled situations.
 - a. Clinical psychology
 - b. Experimental psychology
 - c. Counselling psychology
 - d. Social psychology
12. Which of the following is not a subfield of psychology?
 - a. Cross-cultural psychology
 - b. Community psychology
 - c. Educational psychology
 - d. Ergonomics
13. _____ are able to apply psychological theories to explain and enhance the effectiveness of human behaviour and cognition in the workplace.
 - a. Industrial psychologists
 - b. Consulting psychologists
 - c. Personality psychologists
 - d. Career psychologists
14. The field of psychology that focuses on diversity management is known as _____.
 - a. Social psychology
 - b. Community psychology
 - c. Development psychology
 - d. Cross-cultural psychology
15. _____ entails the professional involvement and mentoring of psychologists with individuals, groups and organisations.
 - a. Industrial psychology
 - b. Personnel psychology
 - c. Psychometrics

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- d. Consulting psychology
- 16. _____ involves passionate absorption, dedication on and in a job or task:
 - a. Job satisfaction
 - b. Job involvement and engagement
 - c. Meaning of work
 - d. Organisational design
- 17. _____ prescribe behaviour.
 - a. Culture
 - b. Ethics
 - c. Norms
 - d. Attitudes
- 18. A code of conduct that guides behaviour is known as
 - a. Norm
 - b. Custom
 - c. Culture
 - d. None of the above
- 19. Types of norms
 - a. Mores
 - b. Laws
 - c. Folkways
 - d. All of the above
- 20. Violating or conforming a norm is called:
 - a. Punishment
 - b. Sanction
 - c. Reinforcement
 - d. None of the above
- 21. Acceptance and praise are examples of _____
 - a. Positive reinforcement
 - b. Positive sanctions
 - c. Culture
 - d. All of the above
- 22. A shared system of norms and values that guide thoughts and behaviour in a particular society are called:

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- a. Culture
- b. Laws
- c. Morals
- d. Manners

23. _____ is a system of shared assumptions, values, and beliefs, which governs how people behave in organisation:

- a. Code of conduct
- b. Labour legislations
- c. Organisational culture
- d. Diversity

24. _____ refers to feelings of liking

- a. Positive psychology
- b. Similarity
- c. Affiliation
- d. Attraction

25.

- a. Attraction
- b. Prosocial behaviours
- c. Affiliation
- d. Well-being

26. _____ denotes the social need, motive or desire to be with others.

- a. Affiliation
- b. Attraction
- c. Love
- d. Social exchange

27. _____ will mostly decrease affiliation or liking or at the most not contribute to more satisfactory relationships.

- a. Similarity
- b. Dissimilarity
- c. Affiliation
- d. Hate

28. Any behaviour that is likely, or has the intention, to hurt someone physically or verbally, or cause damage to something.

- a. Violence
- b. Bullying
- c. Aggression
- d. Conflict

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29. An act that injures or irritates other people regardless of the intention is known as _____.

- a. Bullying
- b. Hostile aggression
- c. Instrumental aggression
- d. Aggression

30. _____ is an act where one withdraws during a conversation or other form of interaction and has a hostile intent.

- a. Withdrawal
- b. Verbal hostility
- c. Non-verbal hostility
- d. None of the above

31. _____ breaking something that belongs to someone in a state of anger.

- a. Harming
- b. Violence
- c. Aggression
- d. Antisocial aggression

32. Types of aggression include:

- a. Information differences
- b. Blocked communication channels
- c. Divergent value structures
- d. None of the above

33. _____ can be defined as efforts by individuals to harm other people with whom they work, or have worked, as well as efforts by individuals to harm or sabotage organisations or workplaces in which they are currently working or have previously been employed.

- a. Workplace aggression
- b. Workplace violence
- c. Workplace bullying
- d. Harassment

34. Workplace aggression consists of:

- a. Expressions of hostility
- b. Obstructionism
- c. Overt aggression
- d. All of the above

35. _____ includes any unnecessary act whether physical or psychological, occurring in the workplace, leading to physical or psychological trauma of an employee whilst performing his/her duties. It can range from gossiping and shouting to injury and murder.

- a. Workplace bullying

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- b. Workplace aggression
- c. Workplace violence
- d. Conflict

36. Behaviours typically associated with workplace violence, such as physical or sexual assaults, and harassment, stealing and damaging of property are known as:

- a. Overt aggression
- b. Obstructionism
- c. Expressions of hostility
- d. All of the above

37. _____ causes an unpleasant working environment.

- a. Aggression
- b. Conflict
- c. Workplace bullying
- d. None of the above

38. _____ conflict occurs when two or more incompatible motivations or behaviours compete for expression e.g., a person may want to use money for studying and to buy a new car.

- a. Real
- b. Felt
- c. Frictional
- d. Internal

39. _____ is considered to be a part of the interaction between individuals or groups.

- a. Violence
- b. Aggression
- c. Internal conflict
- d. Conflict

40. _____ competitive or incompatible by nature and can therefore divide resources and actions unequally.

- a. Real conflict
- b. Felt conflict
- c. Conflict
- d. Destructive conflict

41. Possible sources of conflict include:

- a. Personal attributes
- b. Authoritarian personalities
- c. Structural factors
- d. All of the above

42. Nel et al. (2008) identified the following sources of conflict:

- a. Group size

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- b. Leadership
 - c. Tasks and roles
 - d. None of the above
43. An approach of managing conflict is called:
- a. Avoidance
 - b. Structural factors
 - c. Authority
 - d. Forgiveness
44. _____ are instrumental in organisational change.
- a. Work teams
 - b. Groups
 - c. Group processes
 - d. Group dynamics
45. Both the functioning and the performance of organisations are primarily achieved through _____.
- a. Groups
 - b. Virtual groups
 - c. Work teams
 - d. Formal groups
46. _____ refers to variables (such as, leadership, norms, roles, status, and composition) in groups that provide parameters for orderly group functioning.
- a. Group size
 - b. Group structure
 - c. Group composition
 - d. Group dynamics
47. _____ is an unconscious behaviour is when group members pair off into smaller groups to deal with the anxiety that is associated with being part of a group.
- a. Group dynamics
 - b. Leadership
 - c. Group-think
 - d. None of the above
48. Roles, leadership, size, status and composition all form part of:
- a. Group processes
 - b. Group structure
 - c. Informal groups
 - d. All of the above
49. _____ are alliances that refer neither formally structured nor organisationally determined. They develop spontaneously as people seek social contact with each other.

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- a. Formal groups
- b. Command groups
- c. Informal groups
- d. Task groups

50. _____ affiliate to attain a specific objective e.g., employees who stand together to improve fringe benefits.

- a. Command groups
- b. Task groups
- c. Formal groups
- d. Interest groups

51. A _____ is composed of subordinates and the manager to whom they directly report.

- a. Virtual group
- b. Command group
- c. Task group
- d. Self-management group

52. A _____ is composed of subordinates and the manager to whom they directly report.

- a. Self-management group
- b. Virtual group
- c. Task group
- d. Command group

53. _____ is a set of expected behaviour patterns attributed to someone occupying a given position in the group.

- a. Role
- b. Leadership
- c. Management
- d. Role identity

55. The way in which others believe the individual should act in a given situation is known as _____.

- a. Role identity
- b. Role conflict
- c. Role expectation
- d. Role

56. _____ occurs when individuals belong to more than one group, they are often confronted by different role expectations e.g., juggling between tests and assignments.

- a. Role expectation
- b. Role identity
- c. Role conflict
- d. Conflict

57. _____ is awarded through attributes such as education, age, sex, skill and experience.

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- a. Informal status
- b. Formal status
- c. Status equity
- d. Leadership

58. Creating a climate in which all group members feel that they are valued and are making a valuable contribution to the group is known as _____.

- a. Culture
- b. Diversity
- c. Values
- d. Diversity management

59. _____ refers to the degree to which members are attracted to one another and motivated to stay in the group.

- a. Group tasks
- b. Group identity
- c. Group dynamics
- d. Group cohesion

60. The purpose of _____ is to establish relationships, share information, and coordinate efforts.

- a. Group communication
- b. Power
- c. Leadership
- d. Management

61. _____ is the willingness of a party (trustor) to be vulnerable to the actions of another party (trustee).

- a. Affective trust
- b. Cognitive trust
- c. Trust
- d. None of the above

63. _____ refers to establishing a process of learning and growth in the group, providing opportunities for the group to learn.

- a. Group decision-making
- b. Group think
- c. Group shift
- d. Facilitation

64. A social process in which people are influenced to work voluntarily, enthusiastically and persistently towards attaining a group goal is known as _____.

- a. Transformational leadership

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- b. Transactional leadership
- c. Management
- d. Leadership

65. The purpose of _____ is to build effective teams, plan and decide effectively, motivate people, communicate a vision, promote change, and create effective relationships.

- a. Entrepreneurship
- b. Management
- c. Leadership
- d. Transactional leadership

66. _____ leaders unleash the potential in people so that they become creative, innovative, participate and fully engaged with their job.

- a. Effective
- b. Transactional
- c. Autocratic
- d. Transformational

67. _____ approach proposes that certain people are born with the right characteristics or personalities to make them effective leaders.

- a. Contingency
- b. Path-goal
- c. Behavioural
- d. Trait

68. The _____ model involves instrumental or directive leadership, supportive leadership, participative leadership and achievement-oriented leadership.

- a. Situational
- b. Path-Goal
- c. Trait
- d. Behavioural

69. During the _____ stage of team development, team members often become frustrated with their roles.

- a. storming
- b. norming
- c. forming
- d. performing

70. _____ focuses on the task and job procedures, and uses a more autocratic style.

- a. Employee centred behaviours
- b. Effective leaders
- c. Job centred behaviours
- d. Autocratic leaders

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71. _____ is often equated with small-business ownership.
- Innovation
 - Intrapreneurship
 - Entrepreneurship
 - Leadership
72. The down side of entrepreneurship includes the following:
- Financial risk
 - Career risk
 - Social risk
 - All of the above
73. Intrapreneurial culture and leadership in organisations involves:
- Technological development
 - No-boundary approach
 - Available resources
 - All of the above
74. _____ refers to the actual physical health of individuals, as well to the mental, psychological or emotional health of individuals, as affected by societal factors.
- Optimal health
 - Wellness
 - Emotional well-being
 - Well-being and health
75. _____ refers to the actual physical health of individuals, as well to the mental, psychological or emotional health of individuals, as affected by societal factors.
- Well-being
 - Health
 - Optimal health
 - Wellness
76. An integrated method of functioning which is oriented toward maximising the potential of which the individual is capable is known as:
- Well-being
 - Self-actualisation
 - Wellness
 - Subjective well-being
77. Psychological well-being is also known as:
- Positive mental health
 - Optimal health
 - Happiness
 - Personal growth
78. Social functioning is characterised by:

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- a. Happiness
- b. Sadness
- c. Purpose in life
- d. Hope

79. Happiness and sadness are characteristics of:

- a. Positive psychology
- b. Emotional well-being
- c. Subjective well-being
- d. Wellness

80. The facets of psychological well-being include:

- a. Self-acceptance
- b. Social acceptance
- c. Social actualisation
- d. None of the above

81. Self-acceptance is a facet of:

- a. Social well-being
- b. Wellness
- c. Optimal health
- d. psychological well-being

82. Which of the following is not a facet of psychological well-being?

- a. Personal growth
- b. Autonomy
- c. Purpose in life
- d. None of the above

83. Which of the following is a facet of social well-being?

- a. Environmental mastery
- b. Social contribution
- c. Positive relations with others
- d. Autonomy

84. Which of the following is not a facet of social well-being?

- a. Autonomy
- b. Social acceptance
- c. Social contribution
- d. Social actualisation

85. A brief positive reaction to some event that is personally meaningful is known as:

- a. Positive psychology
- b. Emotion
- c. Positive emotion

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- d. Good life

- 86. _____ consists of the subjective, individual and organisational level.
 - a. Positive psychology
 - b. Positive emotions
 - c. Wellness
 - d. Subjective well-being

- 87. The subjective level of positive psychology includes:
 - a. Traits
 - b. Flow joy
 - c. Development
 - d. Perseverance

- 88. Satisfaction, flow joy and hope are characteristics of the:
 - a. Subjective level
 - b. Individual level
 - c. Group level
 - d. None of the above

- 89. Individual level is characterised by:
 - a. Better citizenship
 - b. Hope
 - c. Interpersonal skills
 - d. Development

- 90. Which of the following is not a characteristic of the organisational level?
 - a. Satisfaction
 - b. Hope
 - c. Traits
 - d. All of the above

- 91. The organisational level is characterised by:
 - a. Better citizenship
 - b. Perseverance
 - c. Satisfaction
 - d. Hope

- 92. _____ entails the development of psychological measuring instruments, such as psychological tests.
 - a. Diversity management
 - b. Personality
 - c. Ability tests
 - d. Psychometrics

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93. _____ consists of more or less enduring and consistent patterns of physical, psychological, social, cognitive, moral, and other attributes and behaviour that characterise people and their actions, thinking and feeling across time and situations.

- a. Individual differences
- b. Culture
- c. Diversity
- d. Personality

94. Individual differences are characterised by:

- a. Psychological
- b. social, and
- c. cognitive attributes
- d. All of the above

95. _____ includes tests of mental alertness.

- a. Ability tests
- b. Aptitude tests
- c. Personality tests
- d. Intelligence tests

96. _____ assesses an individual's natural potential and acquired learning.

- a. Personality tests
- b. Aptitude tests
- c. Ability tests
- d. Intelligence tests

97. Aptitude tests assess _____.

- a. Word fluency
- b. Mental alertness
- c. Psychomotor functions
- d. Brain functions

98. _____ assesses the amount of knowledge and learning after a period of experience, development or training.

- a. Personality tests
- b. Achievement tests
- c. Ability tests
- d. Intelligence tests

99. _____ is used to rate personality on personal historical facts and experiences.

- a. Biographical assessment
- b. Observation
- c. Projective techniques
- d. Competencies

100. _____ are group-oriented and standardised number or variety of activities that provide the basis for the assessment of behaviour on various dimensions.

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- a. Situational tests
- b. Interviews
- c. Assessment centres
- d. Computer-assisted assessment

Answer Sheet for Questions 1 to 100.
Circle the correct answers for questions 1 to 100.

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(If you circled the wrong answer, make a Cross (X) and circle the correct answer

(Do not remove this answer sheet from the question paper)

- | | | | | | | | | | |
|-----|---|---|---|---|-----|---|---|---|---|
| 1. | a | b | c | d | 26. | a | b | c | d |
| 2. | a | b | c | d | 27. | a | b | c | d |
| 3. | a | b | c | d | 28. | a | b | c | d |
| 4. | a | b | c | d | 29. | a | b | c | d |
| 5. | a | b | c | d | 30. | a | b | c | d |
| 6. | a | b | c | d | 31. | a | b | c | d |
| 7. | a | b | c | d | 32. | a | b | c | d |
| 8. | a | b | c | d | 33. | a | b | c | d |
| 9. | a | b | c | d | 34. | a | b | c | d |
| 10. | a | b | c | d | 35. | a | b | c | d |
| 11. | a | b | c | d | 36. | a | b | c | d |
| 12. | a | b | c | d | 37. | a | b | c | d |
| 13. | a | b | c | d | 38. | a | b | c | d |
| 14. | a | b | c | d | 39. | a | b | c | d |
| 15. | a | b | c | d | 40. | a | b | c | d |
| 16. | a | b | c | d | 41. | a | b | c | d |
| 17. | a | b | c | d | 42. | a | b | c | d |
| 18. | a | b | c | d | 43. | a | b | c | d |
| 19. | a | b | c | d | 44. | a | b | c | d |
| 20. | a | b | c | d | 45. | a | b | c | d |
| 21. | a | b | c | d | 46. | a | b | c | d |
| 22. | a | b | c | d | 47. | a | b | c | d |
| 23. | a | b | c | d | 48. | a | b | c | d |
| 24. | a | b | c | d | 49. | a | b | c | d |
| 25. | a | b | c | d | 50. | a | b | c | d |
| 51. | a | b | c | d | | | | | |

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|-----|---|---|---|---|------|---|---|---|---|
| 52. | a | b | c | d | 76. | a | b | c | d |
| 53. | a | b | c | d | 77. | a | b | c | d |
| 54. | a | b | c | d | 78. | a | b | c | d |
| 55. | a | b | c | d | 79. | a | b | c | d |
| 56. | a | b | c | d | 80. | a | b | c | d |
| 57. | a | b | c | d | 81. | a | b | c | d |
| 58. | a | b | c | d | 82. | a | b | c | d |
| 59. | a | b | c | d | 83. | a | b | c | d |
| 60. | a | b | c | d | 84. | a | b | c | d |
| 61. | a | b | c | d | 85. | a | b | c | d |
| 62. | a | b | c | d | 86. | a | b | c | d |
| 63. | a | b | c | d | 87. | a | b | c | d |
| 64. | a | b | c | d | 88. | a | b | c | d |
| 65. | a | b | c | d | 89. | a | b | c | d |
| 66. | a | b | c | d | 90. | a | b | c | d |
| 67. | a | b | c | d | 91. | a | b | c | d |
| 68. | a | b | c | d | 92. | a | b | c | d |
| 69. | a | b | c | d | 93. | a | b | c | d |
| 70. | a | b | c | d | 94. | a | b | c | d |
| 71. | a | b | c | d | 95. | a | b | c | d |
| 72. | a | b | c | d | 96. | a | b | c | d |
| 73. | a | b | c | d | 97. | a | b | c | d |
| 74. | a | b | c | d | 98. | a | b | c | d |
| 75. | a | b | c | d | 99. | a | b | c | d |
| | | | | | 100. | a | b | c | d |