



University of Fort Hare  
Together in Excellence

**UNIVERSITY OF FORT HARE**

**SOCIAL BEHAVIOUR AND SOCIAL PROCESSES  
IN ORGANISATIONS**

**IPS 221**

**UNDERGRADUATE SUPPLEMENTARY EXAMINATIONS**

**JANUARY 2019**

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**TIME: 3 HOURS**

**SUBJECT: INDUSTRIAL PSYCHOLOGY**

**MARKS: 100**

**This paper consists of 2 pages including the cover page**

**Internal Examiner**

Dr. J.K Aderibigbe

**Internal Examiner**

Prof. Q.T Mjoli

**INSTRUCTION: THIS PAPER CONSISTS OF FIVE QUESTIONS  
ANSWER ANY FOUR (4) QUESTIONS.**

## QUESTIONS

1. Carefully discuss the five (5) expected features that should to be found in an ideal work team or group (25)
2. Explain in details with clear illustrations the two assumptions about the emergence of a leader (25)
3. Suggest and practically explain any one (1) feasible strategy to maintain organisational culture (25)
4. Carefully explain the following concepts:
  - i. Organisational citizenship behaviour (05)
  - ii. Prosocial organisational behaviour (05)
  - iii. Stereotype (05)
  - iv. Prejudice (05)
  - v. Discrimination (05)
5. Carefully attempt the following questions:
  - a. Discuss the relationship between attitude and behaviour (10)
  - b. Explain the cognitive component of attitude (05)
  - c. Explain the affective component of attitude (05)
  - d. Explain the behavioural component of attitude (05)

**Total = 25 marks**

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