

UNIVERSITY OF FORT HARE

INTRODUCTION TO FIELDS OF INDUSTRIAL PSYCHOLOGY AND
HUMAN RESOURCES MANAGEMENT
IPS121F

DEGREE EXAMINATIONS

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This paper consists of 8 pages including the cover page

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INSTRUCTIONS

INSTRUCTION: Read questions carefully and answer ALL the questions provided in this paper.

SECTION: A

Question 1

Please write the correct answer on the answer booklet provided. (25)

1. Jane tells Jack that she likes her and would love to be friends with her. One statement that stood out to you as Jane spoke to Jack was: "There's something about you that I like".
Jane's statement may be described by which of the following prosocial behaviours?
 - A. Attraction
 - B. Affiliation
 - C. Reciprocity
 - D. Dissimilarity

2. Jabu mostly find that people from the same racial group are attracted to each other. This phenomenon could be explained by _____.
 - A. Proximity
 - B. Social exchange
 - C. Complementarity
 - D. Genetic similarity

3. De-individuation is associated with _____.
 - A. Self-monitoring behaviour
 - B. Personal feeling and cognitions
 - C. Higher level of social responsibility
 - D. A focus on external events rather than on personal feelings.

4. Thandi's friendship to Kathy has always puzzled you. Thandi is broad built and very outgoing, whilst Kathy is short, frail and doesn't seem to enjoy being around crowds.
After studying this chapter, you understand that the relationship between the two is best described by _____.
 - A. Attraction
 - B. Reciprocity

- C. Uniqueness
- D. Complementarity

5. In group dynamics a silo refers to _____.

- A. Unconscious psychological barriers between groups
- B. Departmentalisation in organisations
- C. A large power distance within a group
- D. The physical location of a group in comparison to those of other groups.

6. According to the punctuated equilibrium model, in what phase do groups experience a transition where goals activities, contributions and purpose are considered?

- A. First meeting
- B. Last phase
- C. Storming phase
- D. Half- way

7. At Carpet World, a team of change agents are appointed to assist in the establishment of a culture in which employees will be empowered. Based on the system model, this type of change is aimed at the _____.

- A. Mesosystem
- B. Microsystem
- C. Macrosystem
- D. Structural system

8. Which of the following means is used by change agents to record and illustrate the interactions between team members?

- A. Dashboard
- B. Sociogram
- C. Charter
- D. Communication spreadsheet

9. Productive thinking lays the foundation for _____.

- A. daydreaming
- B. creative thinking
- C. ruminating
- D. fantasising

10. The ability for most people to be able to repeat a seven-digit number immediately after they have heard it is a function of what type of memory?

- A. Long-term memory
- B. Short-term memory
- C. Somatic memory
- D. Sensory memory

11. Processing information at a deep level by connecting the object or information to be remembered with something a person already remembers well is an example of which technique for enhancing memory?

- A. Organising
- B. Mnemonics
- C. Elaborative rehearsal
- D. Chunking

12. The intelligence quotient was devised by William Stern in 1914. What is the formula for IQ?

- A. Ratio of mental age to chronological age divided by 100
- B. Ratio of mental age to chronological age multiplied by 100
- C. Ratio of chronological age to intelligence divided by 100
- D. Ratio of chronological age to intelligence multiplied by 100

13. Just under half of the human population has an average IQ score. What range of IQ score represents them?

- A. 90 - 109
- B. 110 - 119
- C. 120 - 129
- D. 130 - 139

14. Who of the following is not a structural psychologist?

- A. Lev Vygotsky
- B. Louis Thurstone
- C. Charles Spearman
- D. Raymond Cattell

- 15. The cornerstone of Lev Vygotsky's (1978) approach is that intelligence develops through social and _____ mediation.**
- A. economic
 - B. cultural
 - C. individual
 - D. environmental
- 16. Fundamental attribution error involves the following _____.**
- A. Selectivity
 - B. Consistency
 - C. Overestimate internal or personality factors.
 - D. Efficiency
- 17. A more psychological process that happens when the brain and related physiological and cognitive processes enable us to select, analyse, organise, interpret and understand sensations.**
- A. Sensation
 - B. Attribution
 - C. Perception
 - D. Stimuli
- 18. An increase in the physical size of biological structures and improvement in competencies.**
- A. Maturation
 - B. Aging
 - C. Growth
 - D. Maturity
- 19. Scientists agree that human development consists of several overlapping stages and substages. Which is the first stage for human development?**
- A. Early childhood
 - B. Prenatal
 - C. Infancy
 - D. Adolescence

20. **Socio-cultural influences come from _____.**

- A. Family, culture and ethnicity.
- B. Mesosystem and microsystem.
- C. Macrosystem
- D. Maturity

21. **Bronfenbrenner's ecological systems model of human development involves one of the following _____.**

- A. Chronological aging
- B. Exosystem
- C. Infancy
- D. Adolescence

22. **These are the usual biological and social changes at certain ages, for example, going to school.**

- A. Normative age-graded influences.
- B. Normative history-graded influences.
- C. Non-Normative influences.
- D. Childhood

23. **Cognition begins with imitation, thought and memory.**

- A. Concrete operational.
- B. Formal operational
- C. Adolescence
- D. Sensorimotor

24. **Which of the following does not form part of career development theories/approaches.**

- A. Trait and type theories
- B. Contextual theories
- C. Protean Career
- D. Person-environment fit theories

25. **When a person reaches a 'ceiling' in their career – a linear job progression, this is often called:**

- A. Career plateauing
- B. Obsolescence

- C. Career agility
- D. employability

Question 2

Please complete each sentence below by filling in the missing word (s): (10)

1. _____ refers to changes because of genetic and related biological attributes.
2. _____ occurs when a person is ready to make occupational choices based on acquired developmental tasks.
3. _____ chronological increase with biological, physical related changes.
4. _____ Refers to the integration of tasks (emotional, cognitive, etc.) at a level where person is fully functional.
5. _____ and _____ involve the awareness, identification, organisation and interpretation of stimuli received by the senses.
6. _____ is the point at which a stimulus, or change in a stimulus, is detected through the senses.
7. _____ objects close to each perceived as a unit or pattern.
8. _____ like each other and perceived as belonging.
9. _____ perceive smooth, continuous lines rather than separate elements or separate fragments.

Question 3

Read each question carefully. Identify whether you agree with the statement (True), or whether you disagree with the statement (false). 10 Marks

1. Perceptual constancy allows people to move from known situations to unknown situations and perceive something as stable.
2. People may perceive each other as different, and this could lead to stereotyping.
3. Impression formation involves perceptual processes between people during interactions and communication.
4. Stimuli involves those mental images people form about how they think other people will or should act in their roles.
5. The primacy effect means people may act the way they are expected to act.

6. Stereotypes are established beliefs that people belonging to the same groups or social affiliation have certain characteristics.
7. Impression formation happens from both sides during interaction.
8. Halo effect is a process when perceptions are based on social comparisons with other people.
9. Projection refers to the tendency to attribute successes to themselves, but failures to external factors.
10. Contrast effects form a central or general impression about others, mostly based on a single attribute, for example, in an interview, based on a person's education level.

Question 4

1. Define the term affiliation. (2)
2. Discuss the possible sources of conflict, giving examples for each source. (10)
3. Discuss Kurt Lewin's model of organisational change and indicate the implications of this model for an organisation that wants to introduce new processes. (9)
4. Discuss the Five- Stage Model of group development. (10)
5. Discuss the role of social media in the development of language. (4)
6. Define impression formation (2)
7. Briefly discuss the methods for enhancing impression formation. (18)

[55 MARKS]

END OF PAPER