

Surname & Initial/s... ..  
Student Number... ..

UNIVERSITY OF FORT HARE

INTRODUCTION TO  
INDUSTRIAL PSYCHOLOGY  
IPS 121

DEGREE EXAMINATIONS

NOVEMBER  
2018

.....  
Time: 3 HOURS  
Subject: IPS 121  
Marks: 100

This paper consists of 16 pages including the cover  
page

Internal Examiners

Miss B. Ntunzi (UFH)  
Mr M. Dywili (UFH)

INSTRUCTIONS

1. *WRITE YOUR NAME & STUDENT NUMBER* on this page.
2. *ANSWER ALL QUESTIONS (Question 1 to Question 2).*
3. *ANSWER THE MULTIPLE CHOICE QUESTIONS BY RINGING THE CORRECT ALTERNATIVE ON THE ANSWER SHEET.*
4. *ANSWER ALL THE QUESTION ON THE QUESTION PAPER AND HAND IT IN (DO NOT REMOVE ANY OF THE PAGES)*

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

1. Plotnik (1996) defined \_\_\_\_\_ as any belief or opinion that include a positive or negative evaluation of some target and that predisposes us to act in a certain way toward the target.

- a. Attitude
- b. Value
- c. Culture
- d. Behaviour

2. Attitudes can be:

- a. Cognitive
- b. Emotional
- c. Behavioural
- d. All of the above

3. \_\_\_\_\_ develop through interactions between parent and child

- a. Norms
- b. Personality
- c. Values
- d. Attitudes

4. Learning, social, cultural and educational influences are all sources of:

- a. Values
- b. Diversity
- c. Attitudes
- d. Conflict

5. Personal experiences, media, socialisation at work and critical periods of development are all sources of:

- a. Attitudes
- b. Personality
- c. Bullying
- d. Values

6. \_\_\_\_\_ influence attitudes and behaviour

- a. Norms
- b. Culture
- c. Values
- d. Sanctions

7. \_\_\_\_\_ is the degree to which we recognise something as good or worthwhile.
- Ethical conduct
  - Norm
  - Value
  - Attitude
8. What is important to an individual is defined as:
- Value
  - Motivation
  - Organisational commitment
  - Culture
9. Terminal values involve:
- Hardworking
  - Open-minded
  - Competent
  - Family security
10. \_\_\_\_\_ relate to end goals people sought
- Instrumental values
  - Job engagement
  - Terminal values
  - Job satisfaction
11. The personal view of the individual as end goals is known as:
- Organisational commitment
  - Instrumental values
  - Terminal values
  - Organisational behaviour
12. \_\_\_\_\_ is the predominantly positive attitude towards the work situation.
- Job engagement
  - Job satisfaction
  - Organisational commitment
  - Meaning of work

13. The degree to which an individual identifies with his/her employing organisation and its goals is called:
- Job satisfaction
  - Role identity
  - Organisational commitment
  - Management commitment
14. \_\_\_\_\_ is concerned with how employees view the organisation?
- Organisational change
  - Role identity
  - Job satisfaction
  - Organisational commitment
15. Job involvement is influenced by:
- Organisational commitment
  - Organisational behaviour
  - Job satisfaction
  - All of the above
16. \_\_\_\_\_ involves passionate absorption, dedication on and in a job or task:
- Job satisfaction
  - Job involvement and engagement
  - Meaning of work
  - Organisational design
17. \_\_\_\_\_ prescribe behaviour.
- Culture
  - Ethics
  - Norms
  - Attitudes
18. A code of conduct that guides behaviour is known as
- Norm
  - Custom
  - Culture
  - None of the above
19. Types of norms
- Mores
  - Laws
  - 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:
- 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. \_\_\_\_\_ refers to how people execute strategies for interaction, based on the principle of the cost-and-rewards ratio in relationships.
- Affiliation
  - Social comparison
  - Similarity
  - Social exchange
26. Being treated fair and having equal status as other people are characteristics of:
- Social comparison
  - Social exchange
  - Dissimilarity
  - Prosocial behaviours
27. Frieze and Yu Li forms of aggression include:
- Antisocial
  - Prosocial
  - Sanctioned
  - None of the above
28. Types of aggression
- Instrumental
  - Hostile
  - Antisocial
  - All of the above
29. \_\_\_\_\_ is when the intent is to harm someone?
- Non-verbal hostility
  - Instrumental aggression
  - Hostile aggression
  - Prosocial aggression
30. Which of the following types of aggression manifests when the objective of aggressive behaviour is to harm other people or their property with malicious intent?
- Antisocial
  - Sanctioned
  - Instrumental
  - Prosocial

31. \_\_\_\_\_ is an extreme form of aggression and mostly involves direct physical and verbal attacks.
- Overt aggression
  - Violence
  - Obstructionism
  - Hostile aggression
32. \_\_\_\_\_ refers to variables such as leadership, norms, roles, status and composition in groups that provide parameters for orderly group functioning.
- Group processes
  - Group dynamics
  - Group structure
  - Task group
33. Communication, decision-making and problem-solving are characteristics of:
- Informal groups
  - Storming
  - Group processes
  - Group dynamics
34. Social alliances which could extend outside the work situation define a \_\_\_\_\_ group.
- Task
  - Self-management
  - Friendship
  - virtual
35. A \_\_\_\_\_ group is composed of subordinates and the manager to whom they directly report to.
- Task
  - Command
  - Interest
  - Virtual
36. A group that consists of 4 to 18 highly skilled and trained employees who function interdependently with a minimum of direct supervision:

- a. Command
  - b. Task
  - c. Interest
  - d. Self-management
37. The repeated negative actions and practices that are directed at one or more employees over long periods of time are called:
- a. Workplace violence
  - b. Workplace bullying
  - c. Verbal hostility
  - d. Workplace aggression
38. \_\_\_\_\_ occurs when two or more incompatible motivations or behaviours compete for expression.
- a. Aggression
  - b. Workplace bullying
  - c. Personal conflict
  - d. Real conflict
39. The negative emotional quantities of \_\_\_\_\_ can be related to anger, aggression, threats, hostility and lack of cooperation.
- a. Bullying
  - b. Harassment
  - c. Violence
  - d. Conflict
40. Conflict stems from:
- a. Information differences
  - b. Blocked communication channels
  - c. Language differences
  - d. All of the above
41. \_\_\_\_\_ is a potential for conflict that the observer perceives to exist but is not real
- a. Felt conflict
  - b. Frictional conflict
  - c. Personal conflict
  - d. Destructive conflict

42. The unexpected results caused by the formal structure of the organisation lead to \_\_\_\_\_.
- a. Strategic conflict
  - b. Frictional conflict
  - c. Destructive conflict
  - d. Real conflict
43. Which of the following types of conflict is the result of win-lose relationship e.g., status or recognition?
- a. Felt conflict
  - b. Strategic conflict
  - c. Destructive conflict
  - d. Real conflict
44. A group in which members work geographically apart from each other is called:
- a. Command group
  - b. Task group
  - c. Interest group
  - d. Virtual group
45. Which stage of group development is characterised by a great deal of uncertainty about the group's purpose, structure and leadership?
- a. Adjourning
  - b. Storming
  - c. Forming
  - d. None of the above
46. \_\_\_\_\_ is a phase of intragroup conflict.
- a. Forming
  - b. Norming
  - c. Storming
  - d. Performing
47. At this stage the common set of expectations is established that defines desired behaviour in the group.
- a. Adjourning
  - b. Norming
  - c. Performing
  - d. Forming

48. The fourth stage of group development is called:
- Performing
  - Storming
  - Adjourning
  - Norming
49. When the group wraps up activities and reflects on its success and performance, they are at the \_\_\_\_\_ stage.
- Storming
  - Adjourning
  - Performing
  - Norming
50. \_\_\_\_\_ is a set of expected behaviour patterns attributed to someone occupying a given position in the group.
- Norms
  - Role identity
  - Group dynamics
  - Roles
51. When a person demonstrates \_\_\_\_\_ by displaying attitudes and actual behaviour that are associated and consistent with a role.
- Role expectation
  - Role identity
  - Role conflict
  - Leadership
52. \_\_\_\_\_ is awarded through titles and facilities.
- Status equity
  - Informal status
  - Formal status
  - None of the above
53. The tendency of group members to do less than they are capable of as individuals is defined as:
- Status equity
  - Group-think
  - Social loafing
  - Group dynamics

54. The degree to which members of a group share a common demographic attribute is called:
- Group cohesion
  - Group structure
  - Group demography
  - Group tasks
55. Factors affecting group cohesiveness \_\_\_\_\_ include amongst others:
- Time spent together
  - Size
  - External threats
  - All of the above
56. \_\_\_\_\_ is essential for group process.
- Group structure
  - Group communication
  - Group think
  - Power
57. The willingness of a party to be vulnerable to the actions of another party is known as:
- Affective trust
  - Power
  - Communication
  - Trust
58. \_\_\_\_\_ occurs when a group values harmony and coherence over accurate analysis and critical evaluation.
- Group-think
  - Group-shift
  - Group communication
  - Group decision-making
59. \_\_\_\_\_ proposes that certain people are born with the right characteristics or personalities to make them effective leaders.
- Leadership
  - Behavioural approach
  - Trait approach
  - Situational approach

60. \_\_\_\_\_ guides followers or motivates them in the directions of established goals by clarifying role and task requirements.

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

**(60 marks)**







