



University of Fort Hare
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UNIVERSITY OF FORT HARE

INTRODUCTION TO PSYCHOLOGY IN INDUSTRY

IPS 111F

UNDERGRADUATE FINAL EXAM PAPER

JUNE 2023

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TIME : 3 Hrs. (in-person)
SUBJECT : INTRODUCTION TO PSYCHOLOGY IN INDUSTRY
MARKS : [100] Marks

Internal Examiner
(UFH) Miss S. Ben

Second Internal Examiner
(UFH) Mrs. NI Gcaza

INSTRUCTION:

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

Question 1

[1 X 30 MARKS]

These questions allow only one answer to be chosen. Read each question carefully. Indicate the most correct answer by writing the correct letter next to the corresponding number on your answer sheet, e.g., 1B,

Multiple-choice questions

1. Why can I-O Psychology be considered an applied discipline of psychology?

- A) I-O Psychology has scientific journals and publishes work related research.
- B) It also uses foundational knowledge and applied psychological methods.
- C) Its concepts and assumptions are supported by empirical research.
- D) I-O Psychology has a shared history and knowledge base with psychology.

2. An important difference between psychology and I-O Psychology is that:

- A) Only I-O Psychology has foundational knowledge and applied fields.
- B) The two disciplines do not share any historical events of origin.
- C) Only I-O Psychology can be viewed as a scientific discipline.
- D) I-O Psychology puts emphasis on the individual and groups.

3. Imagine that after having taken care of three children until the youngest entered high school, parents got divorced and the 40- year-old mother is forced to find a job and career. In her hunt for a job, employers mostly refer to her age, qualifications being out-dated and little experience in the current business market. She has asked for your assistance as an organizational psychologist, and you rather decide to refer her to:

- A) Consulting psychologist
- B) Career psychologist
- C) Personnel psychologist
- D) Educational psychologist

4. In South Africa, which one of the following bodies is active and influential in controlling and monitoring psychological training and practice in various health professions?

- A) Professional Board for Psychology
- B) Society for Industrial and Organisational Psychology
- C) Health Professions Council of South Africa
- D) Psychological Society of South Africa e) National Board for Higher Education in South Africa

5. It involves the study of the more or less consistent patterns of behaviour in people across time and situations.

- A) Positive Psychology

B) Personality Psychology

C) Cognitive Psychology

D) Counseling Psychology

6. It uses psychological knowledge and practices to improve the quality of life in human communities (especially deprived situations).

A) Differential Psychology

B) Cross-cultural Psychology

C) Developmental Psychology

D) Community Psychology

7. Is it the scientific application of psychological knowledge (principles, theory, research findings and methods) to work.

A) I-O psychology

B) Psychometrics

C) Applied Psychology

D) Social Psychology

8. Relationship between human behaviour and physiological systems (e.g. genetic factors, the brain, the nervous system, the endocrine system and bodily hormones and chemicals).

A) Neuro-psychology (biopsychology)

B) Abnormal Psychology

C) Clinical Psychology

D) Health Psychology

9. It is concerned with age-related motor, emotional, social, intellectual and moral development and changes – related to work competencies and career development.

A) Social Psychology

B) Developmental Psychology

C) Cognitive Psychology

D) Methodology Psychology

10. It is an investigative psychology; assesses the criminal capacity of an accused; custody of children cases; degree of damage in third party claims.

A) Research Methodology

B) Psychometrics

C) Applied Psychology

D) Forensic psychology

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- B) Developmental Psychology
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- D) Methodology Psychology

16. According to Erik Erikson's theory of psychosocial development, which stage occurs during infancy?

- A) Trust vs. mistrust
- B) Autonomy vs. shame and doubt

- C) Initiative vs. guilt
 - D) Industry vs. inferiority
17. What is the primary focus of psychosocial development during adolescence?
- A) Identity vs. role confusion
 - B) Intimacy vs. isolation
 - C) Generativity vs. stagnation
 - D) Integrity vs. despair
18. Which of the following best describes the term "identity crisis" in relation to psychosocial development?
- A) A period of exploration and self-discovery
 - B) A state of confusion and uncertainty about one's role and purpose
 - C) The ability to form close and meaningful relationships
 - D) The feeling of accomplishment and fulfillment in life
19. According to Erikson, what is the primary task of the young adult stage of psychosocial development?
- A) Developing a sense of identity
 - B) Establishing intimate relationships
 - C) Nurturing the next generation
 - D) Reflecting on one's life and accomplishments
20. Which of the following stages of psychosocial development occurs in late adulthood?
- A) Initiative vs. guilt
 - B) Autonomy vs. shame and doubt
 - C) Integrity vs. despair
 - D) Industry vs. inferiority
21. Which of the following is a primary goal of career development during the first year of college?
- A) Acquiring job-specific skills
 - B) Exploring different career options
 - C) Establishing professional networks
 - D) Obtaining a job offer
22. What does the term "self-assessment" refer to in the context of career development?
- A) Evaluating one's academic performance
 - B) Assessing one's personal strengths and interests
 - C) Conducting performance evaluations at work
 - D) Assessing the success of career-related tasks

23. Which of the following is an example of an informational interview?
- A) A meeting with a career counselor to discuss job search strategies
 - B) A conversation with a family member about their career experiences
 - C) Attending a job fair to network with potential employers
 - D) Shadowing a professional in a specific field to learn about their job
24. What is the purpose of a resume in the context of career development?
- A) To showcase one's academic achievements
 - B) To provide a summary of personal hobbies and interests
 - C) To highlight relevant skills and experiences for a job application
 - D) To request a letter of recommendation from a professor
25. Which of the following best describes the concept of "career exploration"?
- A) The process of finding a job immediately after graduation
 - B) Identifying the specific job title one wants to pursue
 - C) Researching different career options and gathering information
 - D) Advancing in one's current job through promotions and raises
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Question 2

2.1. Identify any 10 future challenges with in IOP

[10 MARKS]

Question 3

Definition of terms

[6 MARKS]

Match Column A with a correct answer on Column B. e.g., 1. B

Terms	Definitions
1. Psychology	A. Refers to the prevalence of certain moods in an individual, such as being predominantly active or passive, or being quick or slow to react emotionally. Specific gene variations have been associated with neural network activity
2. Cells	B. Genetic design, which determines aspects such as intelligence, temperament, personality traits and predispositions to certain illnesses, such as types of cancer, Huntington's disease, muscular diseases and various others
3. Intelligence	C. The scientific study and understanding of people's internal processes, behaviour and experiences in order to formulate general and unique principles that characterise human nature.
4. Temperament	D. An individual's noticeable characteristics are his/ her.....
5. Genotype	E. Comprises various factors, including verbal fluency, verbal comprehension, reasoning ability, abstract thinking, ability to see spatial relations and number facility.
6. Phenotype	F. The building blocks of life and are crucial to understanding the biological make-up of an individual, as it carries genetic or hereditary factors, which together with environmental

	influences play a role in determining certain human attributes and behaviours
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Question 4

[19 MARKS]

Read the following case study and answer the questions that follow.

Nontlahla is working at DCM in East London as a debt consultant, her work involves calling customers and requesting them to make payment for their accounts. On her first month while working her morning shift she spent half an hour negotiating with a customer who turned out to be a rude person. Initially she was angry, sweaty and scared because the customer called her names and threatened her, uncooperating nor willing to make a payment. However, she was able to calm herself and dealt with the situation professionally. Later that day Ntlanhla was talking with her colleague about how she was affected by the situation and couldn't perform the whole day, she shared that being a debt consultant its emotional labour it's a kind of work that requires a person to be resilient.

4.1 Having read and understood this case study, explain the process of how the information which was a stimulus in Nontlahla's work environment was processed in her autonomic nervous system. **[8]**

4.2

(i) Which part of the brain that controls autonomic nervous system. **[1]**

(ii) What is its function and in Nontlahla's story? **[3]**

(iii) What are aspects in her reaction that supports your answer **[1]**

4.3 Among the areas of specialization in IO-Psychology, which IO-Psychologist can better facilitate a programme that can support employees at DMC and what are some of the aspects that should form part of the programme. **[6]**

Question 5

5.1. Define the following terms that depicts general nature of human development **[10 MARKS]**

(i) Aging **[2]**

(ii) Maturation **[2]**

(iii) Maturity **[2]**

(iv) Readiness [2]

(v) Growth [2]

Question 6 [25 MARKS]

The impact of genetics or biological factors and environmental influences may in some instances have a dominant influence in human development. Discuss the following four levels of systemic environmental influences in human development.

6.1. The Microsystem [5]

6.2. The Mesosystem [5]

6.3. The Exosystem [5]

6.4. The Macrosystem [5]

6.2 Indicate five characteristics o pre-operational stage of Piagate'a Stages of Cognitive Development [5]

.....END OF PAPER