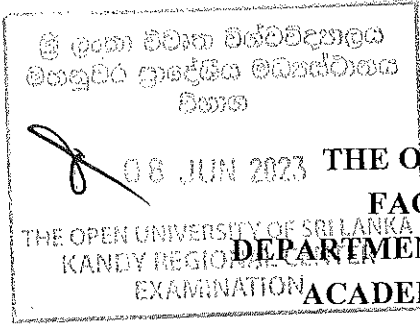


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THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF PSYCHOLOGY & COUNSELLING
ACADEMIC YEAR 2022/2023- SEMESTER II

BSC HONS IN PSYCHOLOGY
PLU4308 – INDUSTRIAL AND ORGANIZATIONAL PSYCHOLOGY - LEVEL 4
CONTINUOUS ASSESSMENT TEST – NBT I
DURATION: 1 ½ HOURS

DATE: 08.06.2023

TIME: 2.00-3.30 pm

INDEX NO:

IMPORTANT INSTRUCTIONS/ INFORMATION TO CANDIDATES

- This question paper consists of 08 pages with TWO sections.
- **Section 1: 20 Multiple Choice Questions - (40 Marks)**
- **Section 2: 12 Short Answer Questions - (60 Marks)**
- Write your INDEX NO in the space provided.
- **Multiple Choice Questions (Section 1):** Indicate answers in the **ANSWER SHEET** provided by placing a cross (X) in **INK** in the relevant cage (answers in pencil will NOT be marked)
- **Short Answer Questions (Section 2):** Write the answer within the space provided.
- Do NOT remove any page/part of this question paper from the examination hall.
- Do NOT keep unauthorized materials, including mobile phones and other electronic equipment, with you during the examination.

SECTION 1: Multiple Choice Questions (20 Questions-40 Marks)

- 1.1 As an inter-disciplinary applied branch of Psychology, Industrial and Organizational Psychology has a close relationship with other fields in Psychology. Which of the following can be identified as other fields related to Industrial and Organizational Psychology?
- a Psychometrics, Consumer Psychology, and Engineering Psychology
 - b Abnormal Psychology, Consumer Psychology, and Industrial Psychology
 - c Psychometrics & Individual differences, Cognitive Psychology, and Health Psychology
 - d Organizational Psychology, human relations, and Counselling Psychology
- 1.2 Which of the following can be identified as the most appropriate definition for I/O Psychology?
- a The scientific study on improving the overall well-being of employee.
 - b The scientific study on human resource management at the workplace.
 - c The scientific behaviour on helping organizations to place the right worker into the right position.
 - d The scientific study of human behaviour at the workplace.
- 1.3 I/O Psychologists play multiple roles in their working environment. Which one of the following can be a main role of a I/O Psychologist?
- a Maintain close relationships with senior management.
 - b Involve in training and development of employees.
 - c Pressure employees to ensure optimum performances at the workplace.
 - d Arrange promotions subjectively.
- 1.4 Hugo Munsterberg is the founding father of.....
- a Scientific Management.
 - b Industrial/ Personnel Psychology.
 - c Industrial and Organizational Psychology.
 - d Psychometric tests in personnel selection.
- 1.5 Which of the following answers can be identified as main themes of Industrial and Organizational Psychology?
- a Motivation, individual differences, organizational culture, job-satisfaction
 - b Motivation, psychological disorders, individual differences, turnover
 - c Stress and turnover, leadership, promotions, marketing management
 - d Job-satisfaction, promotions, turnover, sales evaluation

- 1.6 Hawthorn Studies facilitated to expand the scope of Industrial and Organizational Psychology. Which of the following can be considered as the conclusion of Hawthorn Studies?
- Increasing lighting helps to increase worker's productivity
 - Productivity is always associated with the changes of physical conditions.
 - Decreasing lighting helps to increase worker's productivity
 - Productivity is associated with not only with physical but psychological factors.
- 1.7 Which one of the following statements can be identified as a correct description about Army Alpha and Beta Test?
- Developed by a group of Psychologists including Robert Yerkes and Lewis Terman.
 - Both of these tests were developed during World War II.
 - It was adapted to test small number of individuals at one time.
 - Army Alpha Test was to identify analytical, creative, and practical intelligence of recruits.
- 1.8 Different methods have been used in Industrial and Organizational Psychology to collect data. Among them, survey methods in I/O Psychology provides data to.....
- Establish a cause-and -effect relationship between variables.
 - Have an in-depth analysis on a subject or a process.
 - Solve immediate problems in an organization.
 - Identify possible relationship/s between variables of the study.
- 1.9 Which of the following best describes the four main goals of conducting research in Psychology?
- Question, analyse, conclude, and control human behaviour
 - Describe, explain, predict, and control human behaviour
 - Analyse, develop, finalize, and generalize human behaviour
 - Discuss, improve, develop, and formulate theories on human behaviour
- 1.10 Which of the following statements, can be an example for a null hypothesis in a correlational study in I/O Psychology?
- There is a negative relationship between job satisfaction and employee turnover.
 - There is a positive relationship between job stress and autocratic leadership style.
 - There is no relationship between stress and employee turnover.
 - There is a negative relationship between prior experiences and job stress.
- 1.11 Big Five Personality Model describes the main personality traits of an individuals. Which of the following consists of the main traits described in this Model?
- Openness to experience, introversion, conscientiousness, agreeableness, neuroticism
 - Openness to experience, extroversion, conscientiousness, agreeableness, neuroticism
 - Introversion, extroversion, conscientiousness, agreeableness, neuroticism
 - Intuition, extroversion, conscientiousness, agreeableness, neuroticism

- 1.12 Which of the following best describes the general mental capability that can be applied to the world around us for problem solving in variety of different contexts?
- Personality.
 - Emotional Intelligence.
 - Intelligence.
 - Cognition.
- 1.13 Which one of the following answers can be identified as a key component of Emotional Intelligence?
- Flexibility
 - Realistic
 - Empathy
 - Adaptability
- 1.14 Which of the following can be identified as the most appropriate statement that defines 'personality'?
- The quality of characteristics belonging to a person
 - The consistent way of thinking, feeling, and behaving
 - The way of working with ideas and possibilities
 - The general mental capacity to solving problems
- 1.15 Spearman identified two factors that affect for mental process of intelligence. Which of the following can be identified as the two factors?
- Memory and cognition.
 - Analytical and practical.
 - General (G) & Special (S).
 - Awareness and motivation.
- 1.16 Which of the following statements best describes 'job-analysis'?
- Job analysis is a pre-requisite to design and validate personnel selection procedure.
 - Job appraisal is a pre-requisite for conducting a job analysis.
 - Assessment centres are used as data collection method for job-analysis.
 - The primary objective of the job analysis is to pressure employees indirectly.
- 1.17 Psychometric tests are utilized in personnel selection, training and development as well as performance assessment. Which of the following can be identified as the primary objective of using psychometric tests?
- To assess the general mental capacity that can be applied in the workplace.
 - To identify the persistent patterns of thinking, feeling, and behaving at the workplace.
 - To identify individual difference and analyse human behaviours at workplace.
 - To identify psychological distress of an employee.

- 1.18 In contrast to a single, general factor of intelligence, Howard Gardner proposed a theory of multiple intelligence. Which one of the following answers can be identified as one of the types of intelligence he mentioned?
- a Analytical
 - b Practical
 - c Interpersonal
 - d Spiritual
- 1.19 In order to identify interview method as a productive personnel selection method, its' questions
- a must be designed by the management of an organization.
 - b need to be subjective.
 - c must have a basis of a job analysis.
 - d must be inconsistent across interviewers and interviewees.
- 1.20 Which of the following answers best describes the standard personnel selection procedure?
- a Standard personnel selection procedure is unable to generate appropriate information on interviewees' feedback.
 - b Standard personnel selection procedure hardly concerns on applicants' reactions.
 - c Standard personnel selection procedure maintains neither reliability nor validity.
 - d Standard personnel selection procedure provides clear discrimination between candidates.

INDEX NO:

ANSWER SHEET FOR SECTION-1

Q. No.	(a)	(b)	(c)	(d)
1.1				
1.2				
1.3				
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INDEX NO:

SECTION 2: SHORT ANSWER QUESTIONS (60 MARKS)

All Questions are compulsory.

2.1 How does Industrial Psychology differ from Organizational Psychology? (5 marks)

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2.2 Name two (02) sub-fields of Industrial and Organizational Psychology. (5 marks)

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2.3 List two (02) main roles of I-O Psychologists. (5 marks)

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2.4 What was the intention of developing Army Beta Test during World War I? (5 marks)

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2.5 Define 'the Hawthorne Effect' in Psychology? (5 marks)

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2.6 Briefly describe the role of an I/O Psychologist in the field of 'Humanitarian Work Psychology'. (5 marks)

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2.7 How would you describe the difference between experiments and correlational study?

(5 marks)

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2.8 Develop your own definition for 'job- analysis'.

(5 marks)

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2.9 Goleman's theory of Emotional Intelligence is important in I/O Psychology. Describe how does EI helps to develop employees' well-being and organizational productivity. (5 marks)

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2.10 Identify two (02) significant benefits of conducting a job analysis at the workplace. (5 marks)

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2.11 How would you describe the method of 'an assessment centre'?

(5 marks)

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2.12 Mention two (02) characteristics of personnel selection in the technological era. (5 marks)

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-----END OF QUESTION PAPER-----