

THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF PSYCHOLOGY & COUNSELLING
2024/2025 – SEMESTER II – FINAL EXAMINATION



BSC (HONS) IN PSYCHOLOGY
PLU4308 – INDUSTRIAL AND ORGANIZATIONAL PSYCHOLOGY – LEVEL 4
FINAL EXAMINATION PAPER
DURATION: 03 HOURS

DATE: 04TH NOVEMBER 2025

TIME: 9.30 AM – 12.30 PM

SECTION 2: STRUCTURED ESSAY QUESTIONS (60 MARKS)

Choose 04 out of the 06 questions given below and answer using the provided answer sheets.

2.1 “Industrial and Organizational (I/O) Psychology uses a variety of research methods to study workplace behaviour and improve organizational practices.”

- a) Briefly describe any two (02) research methods commonly used in I/O Psychology. Provide an example for each. (8 marks)
- b) Briefly explain the advantages and limitations of using one of the research methods you selected in workplace research. (7 marks)

2.2 “Understanding workplace motivation is essential for improving employee performance, satisfaction, and organizational effectiveness.”

- a) Briefly define workplace motivation. (3 marks)
- b) Explain the application of any two (02) of the following motivation theories in the workplace. Provide relevant workplace examples for each theory. (12 marks)

- Maslow’s Hierarchy of Needs
- Herzberg’s Two-Factor Theory
- McClelland’s Trichotomy of Needs Theory
- Victor Vroom’s Expectancy Theory

2.3 “Training and development play a vital role in improving employee performance and achieving organizational goals.”

- a) Draw and clearly label the five (05) phases of the Training Cycle. (5 marks)
- b) Select a specific job role to explain each phase of the Training Cycle. Your answer should describe what happens in each phase and provide relevant examples where possible. (10 marks)

2.4 Case Study:

GlobalTech Solutions is a rapidly growing IT company that recently undertook several large projects with tight deadlines. Many employees have been working long hours, often staying late at the office or taking work home. Project requirements frequently change, leaving employees uncertain about their responsibilities. Some staff members report feeling that their efforts are not recognized, while others express frustration about the lack of clear communication from management. Recently, several employees have taken sick leave, and team meetings have become tense, with arguments breaking out more frequently than before. The HR department has also observed a noticeable increase in staff turnover over the past six months.

- a) Briefly describe the major sources of workplace stress evident in this case.
(5 marks)
- b) Describe the potential impact of workplace stress on both employees and the organization.
(5 marks)
- c) Briefly explain the role of the I/O Psychologist in assessing and managing workplace stress in this organization. Provide examples of interventions you would recommend.
(5 marks)

2.5 “Trade unions and non-unionized organizations influence workplace relations and employee outcomes in different ways.”

- a) Briefly explain the roles of trade unions in maintaining positive industrial relations with examples.
(6 marks)
- b) Describe the key features of non-unionized organizations and briefly explain their advantages and disadvantages for employees and employers.
(9 marks)

2.6 Describe three (03) of the following topics. (3*5 marks)

- a) Emotional intelligence in the workplace.
- b) Personnel selection trends in the modern era.
- c) Job satisfaction.
- d) Benefits of ergonomics in the workplace
- e) Application of psychometric tests in organizations.

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