THE UNIVERSITY OF THE WEST INDIES

EXAMINATIONS OF DECEMBER 2007

CODE AND NAME OF COURSE: PSYC3014 (PS33A) INDUSTRIAL AND ORGANISATIONAL PSYCHOLOGY

DATE AND TIME: December 2007 DURATION: 2 HOURS

INSTRUCTION TO CANDIDATES: This paper has 2 pages and 6 questions.

PLEASE ANSWER THE COMPULSORY QUESTION AND TWO (2) OF THE OTHER QUESTIONS.

COMPULSORY QUESTION

1. Write short notes on FOUR (4) of the following:
   a) Job Satisfaction
   b) Transformational Leadership
   c) Sportmanship
   d) Self-Efficacy/Confidence
   e) Principles of Ergonomic Design
   f) Fundamental Attribution Error in Performance Appraisal
   g) Burnout
   h) Group Cohesiveness (5 marks each)

ANSWER TWO (2) OF THE FOLLOWING QUESTIONS:

2. (a) With reference to the Ethical Principles of Psychologists and Code of Conduct (APA, 2002), identify and explain three ethical codes related to conducting psychological assessment in organizations. (12 marks)
   (b) Using an example of a psychological assessment tool, discuss the role of validity in determining the usefulness of the tool. (8 marks)

3. (a) Define counterproductive work behavior (CWB) and describe two CWBs. (8 marks)
   (b) Using the basic stress model, discuss the relationship between work stress and CWB. Outline two ways by which CWB could be reduced in organizations. (12 marks)

4. (a) Define leadership and describe two personality traits of successful leaders. (8 marks)
   (b) Outline the four characteristics of transformational leaders and examine how transformational leaders can influence the behavior of employees. (12 marks)

Please turn over.
5. (a) What is job analysis? Describe the role of job analysis in evaluating employee performance. (7 marks)

(b) With reference to 360-Degree Feedback and the Job Characteristics Model, discuss the importance of performance feedback in the performance appraisal process. (13 marks)

6. (a) With reference to the work by Locke, define goal-setting theory and explain three characteristics of successful goal setting. (8 marks)

(b) With reference to goal-setting theory and any other relevant motivation theories, examine the relationship between motivation and positive organizational behavior. (12 marks)

END OF EXAMINATION PAPER.