THE UNIVERSITY OF THE WEST INDIES

EXAMINATIONS OF DECEMBER 2008

CODE AND NAME OF COURSE: PSYC 3014 Industrial and Organisational Psychology

DATE AND TIME: December 2008 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) Thriving Leadership
   b) Performance Appraisal Criteria
   c) Transformational Leadership
   d) Counterproductive Work Behaviour
   e) Workspace Design
   f) Person-Job Fit
   g) Self-Actualization in the Work Context
   h) 360 Degree Feedback

   (5 marks each)

Answer two (2) of the following questions:

2. a) Identify and describe three characteristics of psychological tests that distinguish them from other tests. (12 marks)

   b) With reference to the Ethical Principles of Psychologists and Code of Conduct (APA, 2002) identify and explain two ethical codes related to psychological assessment. (8 marks)

3. a) Examine how group cohesiveness, groupthink and factors related to cooperation affect group performance. Use examples from your own group work experience this semester to support your arguments. (12 marks)

   b) Outline the tenets of goal setting theory and examine how this theory can be applied to enhance group performance. (8 marks)
4. a) Describe the components of the job characteristics model of motivation proposed by Hackman and Oldham. Explain how a job’s motivating potential source (MPS) is calculated. (12 marks)

b) Define job satisfaction. Identify and explain two (2) changes to job structure that could be implemented to positively influence job satisfaction. (8 marks)

5. a) Examine three (3) work stressors that influence employee behaviour in organisations. What are organisational consequences of these stressors? (11 marks)

b) For each work stressor identified in part (a), outline an organisational intervention that can be used to help employees cope with the stressors. (9 marks)

6. a) Explain four (4) common rater errors that supervisors should avoid when evaluating an employee’s performance. (8 marks)

b) Discuss three (3) behaviours supervisors should engage in when giving performance feedback in appraisal interviews. (12 marks)

End of Examination Paper