

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Advanced GCE

PSYCHOLOGY

2546

Psychology and Organisations

Monday

23 JANUARY 2006

Morning

1 hour 30 minutes

Each candidate must be given:

1. one copy of this question paper;
2. one 8-page Answer Book.

Additional materials:

4-page Answer Books may be issued to candidates who require continuation paper.

TIME 1 hour 30 minutes

INSTRUCTIONS TO CANDIDATES

- Write your name, Centre number and candidate number in the spaces provided on the answer booklet.
- Answer **one** question in Section A and **one** question in Section B.
- Write your answers on the separate answer booklet provided.
- Read each question carefully and make sure you know what you have to do before starting your answer.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **50**.
- You will be awarded marks for quality of written communication where an answer requires a piece of extended writing.

This question paper consists of 2 printed pages.

SECTION A

Answer Question 1 or Question 2.

- 1 (a) Describe one type of psychometric test used to select people for work. [6]
(b) Evaluate the effectiveness of using psychometric tests to select people for work. [10]
[Total: 16 marks]
- 2 (a) Outline one technique used to improve the motivation of individuals in an organisation. [6]
(b) Discuss the effectiveness of using motivational techniques on individuals in an organisation. [10]
[Total: 16 marks]

SECTION B

Answer Question 3 or Question 4.

- 3 (a) Describe what psychologists have learned about interpersonal communication systems. [10]
(b) Evaluate what psychologists have learned about interpersonal communication systems. [16]
(c) Using your psychological knowledge, suggest ways to improve communication between employees taking orders in a busy restaurant to reduce the number of mistaken orders. Give reasons for your answer. [8]
[Total: 34 marks]
- 4 (a) Describe what psychologists have found out about group behaviour in organisations. [10]
(b) Evaluate what psychologists have found out about group behaviour in organisations. [16]
(c) You are a psychologist advising the staff of a health and fitness club. Suggest one psychological team-building technique that could be used to improve their effectiveness at work. Give reasons for your answer. [8]
[Total: 34 marks]
[Total paper marks: 50]