

OXFORD CAMBRIDGE AND RSA EXAMINATIONS
ADVANCED GCE

2546

PSYCHOLOGY

Psychology and Organisations

FRIDAY 29 JANUARY 2010: Morning

DURATION: 1 hour 30 minutes

SUITABLE FOR VISUALLY IMPAIRED CANDIDATES

Candidates answer on the Answer Booklet

OCR SUPPLIED MATERIALS:

8 page Answer Booklet

OTHER MATERIALS REQUIRED:

None

READ INSTRUCTIONS OVERLEAF

INSTRUCTIONS TO CANDIDATES

- **Write your name clearly in capital letters, your Centre Number and Candidate Number in the spaces provided on the Answer Booklet.**
- **Use black ink. Pencil may be used for graphs and diagrams only.**
- **Read each question carefully and make sure that you know what you have to do before starting your answer.**
- **Answer ONE question in Section A and ONE question in Section B.**

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 the quality of written communication where an answer requires a piece of extended writing.**

SECTION A

Answer either question 1 or question 2.

- 1 (a) Outline ONE technique used in performance appraisal. [6]**
- (b) Discuss difficulties in carrying out performance appraisal. [10]**

[Total: 16 marks]

- 2 (a) Describe ONE study of group conflict. [6]**
- (b) Discuss difficulties of investigating group conflict. [10]**

[Total: 16 marks]

SECTION B

Answer either question 3 or question 4.

- 3**
- (a) Describe what psychologists have learned about the selection of people for work. [10]**
 - (b) Evaluate what psychologists have learned about the selection of people for work. [16]**
 - (c) You have been asked to advise the manager of a local hotel how to select new staff for the restaurant. Using your knowledge of psychology, what would you suggest? Give reasons for your answer. [8]**

[Total: 34 marks]

- 4**
- (a) Describe what psychologists have learned about organisational work conditions. [10]**
 - (b) Evaluate what psychologists have learned about organisational work conditions. [16]**
 - (c) You are a psychologist advising a manager of a petrol station that is open for 24 hours, 7 days a week. Suggest shift patterns the manager could use to maximise employee effectiveness. Give reasons for your answer. [8]**

[Total: 34 marks]

[Total paper marks: 50]

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