

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Advanced GCE

PSYCHOLOGY

2546

Psychology and Organisations

Friday

21 JANUARY 2005

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 them.

TIME 1 hour 30 minutes

INSTRUCTIONS TO CANDIDATES

- Write your name, Centre number and candidate number in the spaces provided on the answer paper/answer booklet.
- Answer **one** question in Section A and **one** question in Section B.
- Write your answers on the separate answer paper 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 the quality of written communication where an answer requires a piece of extended writing.

This question paper consists of 2 printed pages.

Section A

Answer either Question 1 or Question 2 from this section.

- 1 (a) Using your psychological knowledge describe one cause of workplace stress. [6]
 (b) Discuss the difficulties of investigating workplace stress. [10]
 [Total: 16 marks]
- 2 (a) Describe one theory of leadership. [6]
 (b) Discuss the usefulness of theories of leadership. [10]
 [Total: 16 marks]

Section B

Answer either Question 3 or Question 4 from this section.

- 3 (a) Describe how psychologists select people for work. [10]
 (b) Evaluate how psychologists select people for work. [16]
 (c) Use your psychological knowledge to suggest a selection procedure for working in a fast food restaurant. Give reasons for your answers. [8]
 [Total: 34 marks]
- 4 (a) Describe what psychologists have learned about motivation to work. [10]
 (b) Evaluate what psychologists have learned about motivation to work. [16]
 (c) You have just become the manager of a small retail company that is experiencing falling sales. Suggest how you would motivate staff to increase sales. Give reasons for your answers. [8]
 [Total: 34 marks]
- [Total paper marks: 50]