

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Advanced GCE

PSYCHOLOGY

2546

Psychology and Organisations

Friday

17 JUNE 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) Describe one study that demonstrates the effect of temporal conditions on workers. [6]
- (b) Discuss the difficulties in carrying out studies into the effect of temporal conditions on workers. [10]

[Total: 16 marks]

- 2 (a) Using your psychological knowledge, describe one technique to improve communication in organisations. [6]
- (b) Discuss the usefulness of carrying out studies on communication in organisations. [10]

[Total: 16 marks]

Section B

Answer either Question 3 or Question 4 from this section.

- 3 (a) Describe what psychologists have learned about job satisfaction. [10]
- (b) Evaluate what psychologists have learned about job satisfaction. [16]
- (c) Using your psychological knowledge suggest one technique to improve the job satisfaction of employees on a farm selecting carrots into different sizes. Give reasons for your answer. [8]

[Total: 34 marks]

- 4 (a) Describe what psychologists have learned about Human Resource practices. [10]
- (b) Evaluate what psychologists have learned about Human Resource practices. [16]
- (c) You are a psychologist advising a mobile phone company. Suggest one psychological technique to reward staff for achieving their sales targets. [8]

[Total: 34 marks]

[Total paper marks: 50]