

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Advanced GCE

PSYCHOLOGY

2546

Psychology and Organisations

Tuesday

13 JUNE 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 reward system used in organisations. [6]
 (b) Evaluate the use of reward systems in organisations. [10]
 [Total: 16 marks]

- 2 (a) Outline one technique used in performance appraisal. [6]
 (b) Discuss the difficulties in carrying out performance appraisal. [10]
 [Total: 16 marks]

SECTION B

Answer Question 3 or Question 4.

- 3 (a) Describe what psychologists have learned about conditions of work environments. [10]
 (b) Evaluate what psychologists have learned about conditions of work environments. [16]
 (c) You are a psychologist advising a manager of a supermarket that is about to open for 24 hours, 7 days a week. Suggest ways in which the shift pattern could be used to improve employee effectiveness. Give reasons for your answer. [8]
 [Total : 34 marks]

- 4 (a) Describe what psychologists have learned about leadership and management. [10]
 (b) Evaluate what psychologists have learned about leadership and management. [16]
 (c) You are a psychologist advising a head teacher after the school has failed a government inspection. Suggest one leadership style that the head teacher could use to help the staff prepare for the next inspection. Give reasons for your answer. [8]
 [Total: 34 marks]

[Total paper marks : 50]