

**ADVANCED GCE UNIT
PSYCHOLOGY**

Psychology and Organisations
TUESDAY 23 JANUARY 2007

2546

Morning

Time: 1 hour 30 minutes

Each candidate must be given:

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

Additional materials: 4-page Answer Booklets may be issued to candidates who require continuation paper.



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 unit is **50**.
- You will be awarded marks for the quality of written communication where an answer requires a piece of extended writing.

This document consists of **2** printed pages.

SECTION A

Answer Question 1 **or** Question 2.

- 1 (a) Describe **one** study of group conflict. [6]
 (b) Discuss difficulties of managing group conflict. [10]

[Total: 16 marks]

- 2 (a) Describe **one** type of communication channel used in organisations. [6]
 (b) Discuss differences between communication channels used in organisations. [10]

[Total: 16 marks]

SECTION B

Answer 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 are the Human Resources Manager of a large multinational company recruiting new graduates for the Sales and Marketing Department. Using your knowledge of psychology, suggest ways to carry out the selection process? Give reasons for your answer. [8]

[Total: 34 marks]

- 4 (a) Describe what psychologists have learned about the quality of working life. [10]
 (b) Evaluate what psychologists have learned about the quality of working life. [16]
 (c) A UK based hotel chain has high staff turnover. Using your knowledge of psychology, suggest **one** way the management can improve staff job satisfaction. Give reasons for your answer. [8]

[Total: 34 marks]

[Total paper marks: 50]

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