



ADVANCED GCE
PSYCHOLOGY
 Psychology and Organisations

2546

Candidates answer on the Answer Booklet

OCR Supplied Materials:

- 8 page Answer Booklet

Other Materials Required:

None

Monday 21 June 2010
Morning

Duration: 1 hour 30 minutes



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.
- Do **not** write in the bar codes.

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 document consists of **2** pages. Any blank pages are indicated.

Section A

Answer either question 1 or question 2.

1 (a) Describe **one** type of communication channel used in organisations. [6]

(b) Discuss differences between types of communication channels used in organisations. [10]

[Total: 16 marks]

2 (a) Describe **one** piece of research into a cause of stress at work. [6]

(b) Discuss the difficulties of investigating stress at work. [10]

[Total: 16 marks]

Section B

Answer either question 3 or question 4.

3 (a) Describe what psychologists have learned about leadership and management. [10]

(b) Evaluate what psychologists have learned about leadership and management. [16]

(c) A large airline has been criticised in the newspapers for the way it treats its staff. Using your knowledge of psychology, suggest how the Managing Director could communicate more effectively with the employees. Give reasons for your answer. [8]

[Total: 34 marks]

4 (a) Describe what psychologists have found out about group behaviour in organisations. [10]

(b) Evaluate what psychologists have found out about group behaviour in organisations. [16]

(c) You are a psychologist advising the manager of a sales team. Suggest a team building technique that could be used to improve the team's effectiveness at work. Give reasons for your answer. [8]

[Total: 34 marks]

[Total paper marks: 50]

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