

# PSYCHOLOGY

2546

**Friday 29 January 2010**  
**Morning**

- 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) Outline **one** technique used in performance appraisal. [6]

(b) Discuss difficulties in carrying out performance appraisal. [10]

[Total: 16 marks]

2 (a) Describe **one** study of group conflict. [6]

(b) Discuss difficulties of investigating group conflict. [10]

[Total: 16 marks]

**Section B**

Answer either 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 have been asked to advise the manager of a local hotel how to select new staff for the restaurant. Using your knowledge of psychology, what would you suggest? Give reasons for your answer. [8]

[Total: 34 marks]

4 (a) Describe what psychologists have learned about organisational work conditions. [10]

(b) Evaluate what psychologists have learned about organisational work conditions. [16]

(c) You are a psychologist advising a manager of a petrol station that is open for 24 hours, 7 days a week. Suggest shift patterns the manager could use to maximise employee effectiveness. Give reasons for your answer. [8]

[Total: 34 marks]

[Total paper marks: 50]

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