



PIONEER INTERNATIONAL UNIVERSITY

ACADEMIC YEAR: 2020/2021

SEMESTER: SEP-DEC

CODE: HRMG3111

UNIT: INDUSTRIAL PSYCHOLOGY

DATE: DEC 2021

TIME: 2 HOURS

SECTION A: COMPULSORY (30 MARKS)

Please attempt all the Questions.

1. Who was the first psychologist to use psychology in advertising?
 - a. Hugo Münsterberg
 - b. Elton Mayo
 - c. Walter Dill Scott
 - d. Walter Bingham

2. _____ test designed for the Army was used for recruits who were not fluent in English?
 - a. Army Personality
 - b. Army Alpha
 - c. Army Beta
 - d. Army Intelligence

3. Which area of I-O psychology measures job satisfaction?
 - a. industrial psychology
 - b. organizational psychology
 - c. human factors psychology
 - d. advertising psychology

4. The following statement best describes the Hawthorne effect?
 - a. Giving workers rest periods seems like it should decrease productivity, but it actually increases productivity.
 - b. Social relations among workers have a greater effect on productivity than physical environment.
 - c. Changes in light levels improve working conditions and therefore increase productivity.
 - d. The attention of researchers on subjects causes the effect the experimenter is looking for.

5. A group's shared pattern of thought and action is known as _____.
 - a. the organizational culture;
 - b. personality/job-fit theory;
 - c. the Hawthorne effect;
 - d. the organizational structure.

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6. The branch of I/O psychology involved with recruiting, selecting, training, and evaluating workers is known as _____ psychology.
- a. human factors;
 - b. engineering;
 - c. social;
 - d. personnel.
7. Which of the following items is not a part of KSAOs?
- a. Aspiration
 - b. knowledge
 - c. skill
 - d. other abilities
8. The primary aim of recruitment and selection process is to....
- a. meet the high labour turnover
 - b. hire the best individuals at optimum cost
 - c. ensure the availability of surplus in the case of sickness and absence
 - d. none of the above
9. The process of developing an applicants' pool for job openings in an organization is called.
- a. hiring
 - b. recruitment
 - c. Selection
 - d. Retention
10. Recruitment policy usually highlights the need for establishing.
- a. job specification
 - b. job analysis
 - c. job description
 - d. none of the above
11. _____ indicates the degree to which a tool or test measures what it is supposed to measure.
- a. validity
 - b. reliability
 - c. dependability
 - d. goodness of fit
12. Which of the following is the most serious problem that might arise due to excessive reliance on internal recruitment?
- a. reduced job performance
 - b. high labour turnover
 - c. lack of motivation
 - d. internal resistance

13. A prerequisite for a successful and efficient recruitment programme is to have a(n)
- corporate policy
 - HR policy
 - recruitment policy
 - health and safety policy
14. The process of eliminating unsuitable job candidates is called
- selection
 - recruitment
 - Interview
 - Induction
15. The process of selection of employees is usually influenced by
- rules and regulations
 - strategies and objectives
 - principles and programmes
 - none of the above
16. Which of the following orders is followed in a typical selection process?
- Test and/or interview, application form, reference check and physical examination
 - Application form, test and/or interview, reference check and physical examination
 - Reference check, application form, test and/or interview and physical examination
 - Physical examination, test and/or interview, application form and reference check
17. Identify the test that acts as an instrument to discover the inherent ability of a candidate.
- aptitude test
 - attitude test
 - proficiency test
 - physical test
18. Training need analysis takes place during which phase of the training process?
- deciding what to teach
 - deciding how to maximize participant learning
 - choosing appropriate instructional methods
 - determining whether training programmes are effective
19. _____ method creates a situation that is as far as possible a replica of the real situation for imparting training.
- The programmed learning
 - The Simulation
 - The case study
 - The lecture

20. Which one of the following is a source of assessing training needs?
- a. performance evaluation
 - b. attitude survey
 - c. advisory panel
 - d. all of the above
21. Training concentrates on
- a. coaching the members of an organization how to perform effectively in their current jobs
 - b. expansion of the knowledge and skills of the members of an organization
 - c. preparing the employees to take on new responsibilities.
 - d. none of the above.
22. In which type of analysis are corporate goals and plans compared with the existing manpower inventory to determine the training needs?
- a. Organization analysis
 - b. Operation analysis
 - c. Individual analysis
 - d. None of the above
23. Which of the following is not true about training?
- a. It is a short-duration exercise.
 - b. It is technical in nature.
 - c. It is primarily for managers and executives.
 - d. It is concerned with specific job skills.
24. _____ is an objective assessment of an individual's performance against well-defined benchmarks.
- a. Performance Appraisal
 - b. HR Planning
 - c. Information for goal identification
 - d. None of the above
25. Which of these is the main purpose of employee assessment?
- a. Making correct decisions
 - b. To effect promotions based on competence and performance
 - c. Establish job expectations
 - d. None of the above
26. The forced distribution and ranking are considered as methods of
- a. comparative methods
 - b. narrative methods
 - c. behavioral methods
 - d. category rating methods

27. The technique that have been used to evaluate an employee in comparison with other employees

- a. Ranking
- b. Forced choice
- c. Essay evaluation
- d. Critical incident technique

28. Paired comparison method can be used by

- a. Superiors
- b. Peers
- c. Subordinates
- d. All of the above

29. In Vroom's theory, motivation is a product of

- a. expectancy
- b. instrumentality
- c. valence
- d. all of above

30. Rearrange the steps of Maslow's Need Hierarchy Theory.

- A. Self - Actualisation Needs
- B. Physiological needs
- C. Belongingness and love needs
- D. Self - esteem needs
- E. Safety needs

- a. ABCDE
- b. ADCBE
- c. DCBEA
- d. ADCEB

31. The _____ effect refers to the tendency for people to behave differently when they are being studied:

- a. Maslow
- b. Herzberg
- c. Hawthorne
- d. none of the above

32. Which of the following is not an assumption of Theory Y?

- a most people like work.
- b under most circumstances, most people seek additional responsibility.
- c primary motivators are fear and money.
- d people are intelligent.

33. Which of the following elements are found in Theory Z?

- a lifelong employment.
- b collective decision making.
- c slow promotion.
- d all of the above.

34. A job _____ is a summary of the objectives of the job, the type of work to be done, the responsibilities and duties, the working conditions, and the relationships of the job to other functions.

- a analysis
- b description
- c specification
- d design

35. Which training programs are done in schools where employees are taught on equipment similar to that used on the job?

- a job simulation.
- b vestibule training.
- c apprentice programs.
- d off the job training.

36. Which of this is a step in training process?

- a. KSA deficiency
- b. Provide proper feedback
- c. Obstacles in the system
- d. Use of evaluation models
- f.

37. What should be the level of training

- B. What principles of learning
- C. Who are the trainees?
- D. What methods and techniques?
- E. Where to conduct the programme?
- F. Who are the trainers?

- a. ABCDEF
- b. DECAFB
- c. CADFBE
- d. CFDABE

38. Which of the following is an incorrect assumption about “strong” organizational culture?

- a. Strong culture means everyone in the organization shares and is committed to the organizations norms
- b. Organizations with strong cultures will always outperform other organizations
- c. Strong culture can lead to organizational problems like groupthink
- d. Both a and b

39. One of the factors causing decrement in work is _____.

- a. Wages
- b. Fatigue
- c. Working hour
- d. None of the above

40. The _____ teams are concerned with rotating tasks and assignments amongst its members.

- a. Self-managed
- b. Self styled
- c. Self motivated
- d. Self concerned

SECTION B: CHOOSE ANY TWO QUESTIONS BELOW (30 Marks)

1. Compare and contrast the four specific, structured methods of job analysis: the functional job analysis, the job element method, the Position Analysis Questionnaire, and the critical incidents technique. **(15 Marks)**
2. Imagine that you were in charge of hiring new employees for a particular job that you are familiar with. Which screening methods would you choose, and why? **(15 Marks)**
3. Think of a job you have had in the past or talk to someone you know about his or her job. Using what you know about the position, try to determine what the relevant performance criteria would be for the job. Develop methods for assessing the performance criteria. Would you measure these criteria objectively or subjectively? **(15 Marks)**

