

IOP3702

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PERSONNEL PSYCHOLOGY: ORGANISATIONAL ENTRY

Duration 2 Hours

75 Marks

EXAMINERS
FIRST
SECOND
EXTERNAL

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Closed book examination

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[TURN OVER]

SECTION A
ANSWER ANY TWO (2) OF THE FOLLOWING QUESTIONS.

QUESTION 1

In order to achieve better work performance the company needs to start all its human resource processes with a proper job analysis. Discuss the importance of job analysis in terms of the following bullet points

- Define job analysis (4)
 - Identify and describe the factors that influence job analysis reliability and validity (4)
 - Describe the products of a job analysis (2)
- [10]**

QUESTION 2

In the process of data collection, the researcher needs to make decisions regarding various aspects. Firstly, the people from whom the data will be collected should be identified. Secondly, the instruments or tools that are going to be used to gather the data should be identified. Within this context, discuss the following

- Sampling (3)
 - Data-gathering techniques (7)
- [10]**

QUESTION 3

Differentiate between human resource management (HRM) and industrial and organisational psychology (IOP) in terms of the following headings

- Description of the type of work, roles and responsibilities (4)
 - Qualification and registration categories (3)
 - Overlap between these two fields (3)
- [10]**

QUESTION 4

Performance criteria are very important when determining the validity of any measure. Please answer the following questions with regard to performance criteria

- Discuss the challenges of developing performance criteria (3)
 - Explain the meaning of criterion deficiency, criterion relevance, ultimate criterion and criterion contamination (4)
 - Illustrate these criterion distortions by means of a figure (3)
- [10]**

[TURN OVER]

SECTION B
ANSWER ANY TWO (2) OF THE FOLLOWING QUESTIONS:

QUESTION 5

Industrial and organisational psychologists use non-test predictors such as interviews, assessment centres, work samples, biographical information, peer assessment and letters of recommendation. Discuss the following non-test predictors in terms of their advantages and disadvantages.

- Interviews (5)
 - Assessment centres (5)
 - Letters of recommendation (5)
- [15]**

QUESTION 6

Industrial and organisational psychologists need to implement fair selection systems that comply with all the legislative requirements.

- State the South African legislative requirement relevant to psychological testing in the workplace (remember to also mention the 2014 amendments) (5)
 - Define and discuss each of these requirements (10)
- [15]**

QUESTION 7

You are a human resource officer who has been confronted by a shop steward complaining about the lack of fairness of the decision-making policies and practices in your organisation. Defend your viewpoint by explaining the following.

- Concept of fairness (5)
 - Principles of procedural fairness (5)
 - The difference between fairness and bias (5)
- [15]**

QUESTION 8

Industrial psychologists are constantly faced with a host of practical problems. Understanding the research process helps them to solve these practical problems, apply the results of studies reported by others and assess the accuracy of claims made about new practices and equipment.

Explain the five-step empirical research process in detail, distinguishing between qualitative and quantitative research methods. (15)

[TURN OVER]

SECTION C
ANSWER ANY ONE (1) OF THE FOLLOWING QUESTIONS:

QUESTION 9

Human resource planning is one of the tools that organisations use to achieve their overall goals

Discuss the need for human resource planning and explain how strategic planning is linked to human resource planning (5)

Furthermore discuss the human resource planning process in detail. You will have to refer to the following phases

- Investigative phase (5)
 - Forecasts and estimations (5)
 - Planning phase (5)
 - Implementation phase (5)
- [25]**

QUESTION 10

One can hardly ignore the fact that the media always mentions a skills shortage or the "hunt for talent". This applies especially to scarce skills. One of the first steps taken to avoid a skills shortage in your organisation is to recruit correctly. To accomplish this

- Differentiate between the concepts recruitment, screening and selection (5)
 - Discuss the sources and methods of recruitment (10)
 - Discuss the recruitment planning process and the techniques that can be applied to enhance the quality of recruitment strategies (10)
- [25]**

TOTAL: [75]