

**IOP3702
IOP302U**

October/November 2012

PERSONNEL PSYCHOLOGY: ORGANASATIONAL ENTRY

Duration 2 Hours

75 Marks

EXAMINATION PANEL AS APPOINTED BY THE DEPARTMENT

Closed book examination

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This paper consists of 3 pages.

[TURN OVER]

SECTION A**ANSWER ANY TWO (2) OF THE FOLLOWING THREE (3) QUESTIONS:**

- 1 You are a human resources officer who has been confronted by a shop steward complaining about the lack of fairness in the decision-making policies and practices in your organisation. Defend your viewpoint by explaining the following
- (a) the concept of fairness
 - (b) the principles of procedural fairness
- (10)
- 2 What prevents people with only an undergraduate qualification from passing themselves off as psychologists? **First**, explain how and why psychologists are licensed and certified. In this context licensed and certified psychologists must always conduct themselves ethically. **Secondly** explain the importance of upholding ethical standards when using psychological predictors (testing)
- (10)
- 3 Your CEO is concerned about the job analysis method which is currently being used in your company and has asked you to investigate the matter. In order to achieve this, identify and briefly describe the factors that influence job analysis reliability and validity
- (10)

SECTION B**ANSWER ANY TWO (2) OF THE FOLLOWING THREE (3) QUESTIONS:**

- 4 In their assessment of people, industrial psychologists use non-test predictors such as interviews, assessment centres, work samples, biographical information, peer assessment and letters of recommendation. Discuss assessment centres and letters of recommendation as non-test predictors
- (15)
- 5 In the process of data collection, the researcher needs to make decisions regarding various aspects. Firstly, the people from which 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
- (a) Sampling
 - (b) Data gathering techniques
- (15)
- 6 You have been tasked by management to implement a fair selection system that complies with the relevant legislation, such as the Employment Equity Act 55 of 1998. To do this, you have to start with a thorough job analysis. Compile a work document that includes the following
- (a) A definition of job analysis
 - (b) A description of the sources of job analysis information
 - (c) An explanation of the various procedures or methods used when a job analysis is conducted.
- (15)

[TURN OVER]

SECTION C**ANSWER ANY ONE (1) OF THE FOLLOWING TWO (2) QUESTIONS:**

- 7 Three major factors determine the quality of newly selected employees and the degree to which they have an impact on the organisation, namely
- (a) The validity of the predictor
 - (b) The selection ratio
 - (c) The base rate

Explain these three factors in detail. You have to make the final selection decision on the basis of these three factors. You are aware of the fact that as long as the predictor used for selection has less than perfect validity, you will always make some errors in personnel selection. Also explain the errors in selection decisions and how one can compensate for these errors. [25]

- 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, equipment, etc. Explain the five-step empirical research process. [25]

TOTAL: [75]

EXAMINERS

First Examiners: Mrs LA Louw
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