

 **INTI International University & Colleges**

**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2018

Programme : Diploma In Business Management (DBM)

Course : WPSY1114 : Business Psychology

Date of Examination : December 9,2018 (Sunday)

Time : 10:00 am – 12:00 pm Reading Time : Nil

Duration : 2 Hours

**Special Instructions :**

**Section A:** Answer **ALL** Multiple Choice questions in the **OMR** sheet provided.

**Section B:** Answer **TWO (2)** out of **THREE (3)** question.

**IMPORTANT NOTE : THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL**

Material permitted : Nil

Materials provided : OMR Sheets

Examiner(s) : Dr Catherine Muthu, Nur Shazliza Mohd Azeman and Dr Sethela June

Moderator : Claudine Shalani Kenel

*This paper consists of 7 printed pages, including the cover page*

**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2018

Programme : Diploma In Business Management (DBM)

Course : WPSY1114 : Business Psychology

Date of Examination : December 9, 2018 (Sunday)

Time : 10:00 am – 12:00 pm Reading Time : Nil

Duration : 2 Hours

**Special Instructions :**

**Section A:** Answer **ALL** Multiple Choice questions in the **OMR** sheet provided.

**Section B:** Answer **ALL** question in the answer booklet provided.

**IMPORTANT NOTE : THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL**

Material permitted : Nil

Materials provided : OMR Sheets

Examiner(s) : Dr Catherine Muthu, Nur Shazliza Mohd Azeman and Dr Sethela June

Moderator : Claudine Shalani Kenel

*This paper consists of 7 printed pages, including the cover page*

DIPLOMA IN BUSINESS MANAGEMENT PROGRAMME (DBM)  
WPSY1114 : BUSINESS PSYCHOLOGY  
FINAL EXAMINATION : AUGUST 2018 SESSION

**Section A (50 marks): Answer All 25 Multiple-Choice Questions.**

1. Which behavioral science discipline is most focused on understanding individual behavior?
  - A. sociology
  - B. social psychology
  - C. psychology
  - D. anthropology
  
2. Group behavior, power, and conflict are central areas of study for \_\_\_\_\_.
  - A. archaeologists
  - B. philanthropists
  - C. anthropologists
  - D. social psychologists
  
3. Jude is a social psychologist. He is working on a concept in social psychology, which is a major study area. He is learning how to implement it and how to reduce barriers. Jude is studying the concept of \_\_\_\_\_.
  - A. culture
  - B. ethics
  - C. power
  - D. change
  
4. Myriam is analysing the comparison for the gender roles of men and women in management between United States and Japan. Myriam's study exemplifies how \_\_\_\_\_ contributes to OB.
  - A. anthropology
  - B. psychology
  - C. archaeology
  - D. political science

5. Timothy works with people of various nationalities and faiths. How can he effectively manage people from different cultures?
- A. by adapting his management style to their differences
  - B. by keeping a straightforward and open communication style
  - C. by using his own motivations to guide others
  - D. by treating everyone uniformly, regardless of their background
6. While initial meetings may depend on surface-level diversity in making attempts to understand other individuals, studies show that after time \_\_\_\_\_ and \_\_\_\_\_ become more important to understanding the other individual.
- A. stereotypes; assumptions
  - B. assumptions; judgments
  - C. values; personality
  - D. age; wisdom
7. Which of the following is a type of discrimination that cannot be monitored or observed and may occur simply because the actor is not aware of the effects of their actions?
- A. randomization
  - B. inclusion
  - C. company policy
  - D. exclusion
8. The phrase \_\_\_\_\_ can refer to any characteristic that makes people different from one another.
- A. lateral diversity
  - B. individual diversity
  - C. organic diversity
  - D. workplace diversity
9. When one creates a stereotype, they are using judgements on \_\_\_\_\_.
- A. the way someone looks
  - B. the group to which someone belongs
  - C. the way other people talk about someone
  - D. just the individual at hand

10. Which of the following statements is not an accurate representation of the differences between men and women in relation to job performance?
- A. There are no consistent male-female differences in problem-solving ability, analytical skills, competitive drive, motivation, sociability, or learning ability.
  - B. Research suggests that women believe sex-based discriminations are less prevalent than do male employees.
  - C. Psychological studies have found women are more agreeable and willing to conform to authority.
  - D. Working mothers are more likely than their counterparts to prefer part-time work, flexible work schedules, and telecommuting in order to accommodate their family responsibilities.
11. One issue that does seem to differ between men and women, especially when the employee has preschool-age children, is \_\_\_\_\_.
- A. preference for work schedules
  - B. willingness to conform
  - C. willingness to learn new skills
  - D. the ambition to excel
12. Which of the following statements is not an accurate representation of statistical findings showing the relationship between women employees' absence and turnover rates?
- A. Women have lower rates of absenteeism than men do.
  - B. Women are more likely to turn over than men.
  - C. Men are increasingly sharing responsibility for child care.
  - D. An increasing number of men report feeling a conflict between their home responsibilities and their work lives.
13. Which of the following statements is not an accurate representation of research findings to the impact of disabilities on employment outcomes?
- A. Workers with disabilities receive higher performance evaluations, whether or not the evaluations would be considered as objective.
  - B. Despite higher performance ratings, individuals with disabilities tend to encounter lower performance expectations and are less likely to be hired.
  - C. For many employers, disability is a value imperative—they believe they must hire disabled workers for legal or ethical outcomes.
  - D. Mental disabilities may impair performance more than physical disabilities.

14. The manner in which people carry themselves in terms of race and ethnicity is commonly referred to as \_\_\_\_\_.
- A. heritage
  - B. ethnic background
  - C. cultural identity
  - D. regionalistic customs
15. \_\_\_\_\_ is an individual's current capacity to perform the various tasks in a job.
- A. Inductive reasoning
  - B. Dynamic strength
  - C. Deductive reasoning
  - D. Ability
16. \_\_\_\_\_ is the ability to continue maximum effort requiring prolonged effort over time.
- A. Stamina
  - B. Static strength
  - C. Explosive strength
  - D. Dynamic strength
17. Which of the following answer choices is the best definition of attitude?
- A. Attitudes indicate how one will react to a given event.
  - B. Attitudes are the yardstick by which one measures one's actions.
  - C. Attitudes are the emotional part of an evaluation of a person, object, or event.
  - D. Attitudes are evaluative statements of what one believes about something or someone.
18. The emotional or feeling component of a person's attitude is called \_\_\_\_\_.
- A. complex understanding
  - B. the cognitive component
  - C. the affective component
  - D. a complex attitude

19. "Dissonance" means \_\_\_\_\_.
- A. reactance
  - B. constancy
  - C. resistance
  - D. inconsistency
20. Employees' beliefs in the degree to which they influence their work environment, their competence, the meaningfulness of their job, and their perceived autonomy is termed as \_\_\_\_\_.
- A. psychological empowerment
  - B. organizational commitment
  - C. perceived organizational support
  - D. employee engagement
21. The degree to which a person identifies with his or her job, actively participates in it, and considers his or her performance as being important to self-worth is \_\_\_\_\_.
- A. job satisfaction
  - B. job involvement
  - C. job stability
  - D. organizational commitment
22. Of the following attitudes, the best predictor of turnover is \_\_\_\_\_.
- A. pay
  - B. supervision
  - C. organizational commitment
  - D. cognitive dissonance
23. Of the "Big Five" personality traits, which two are most associated with job satisfaction?
- A. neuroticism and agreeableness
  - B. agreeableness and conscientiousness
  - C. conscientiousness and openness to experiences
  - D. openness to experiences and extroverted
24. Which of the following statements is true regarding moods?
- A. Moods are more intense feelings than emotions.
  - B. Moods don't last longer than emotions.
  - C. Moods are more action oriented in nature, as compared to emotions.
  - D. Moods are generally not indicated by distinct facial expressions.

25. Which of the following statements is true regarding the sources of moods and emotions?
- A. Moods and emotions are independent of the personality of the individuals.
  - B. Sleep quality affects mood.
  - C. The weather strongly affects moods.
  - D. As we grow older, we experience more negative emotions.

**Section B** : Each question carries equal marks. Answer **ALL** questions in the answer booklet provided (**50 marks**)

**Question 1**

Describe the **FIVE (5)** key traits in the Big Five personality model.

(10 marks)

**Question 2**

Discuss **FIVE (5)** shortcuts used in judging others.

(10 marks)

**Question 3**

Describe Maslow's hierarchy of needs including the types of needs and how they become dominant.

(10 marks)

**Question 4**

Describe the **FIVE (5)** conflict-handling intentions that are based on the dimensions of cooperativeness and assertiveness.

(10 marks)

**Question 5**

Describe the **SEVEN (7)** key parts of the communication process.

(10 marks)

**-THE END-**

*WPSY1114 (F)/Aug2018/formatted*