

DEPARTMENT OF INDUSTRIAL PSYCHOLOGY AND PEOPLE MANAGEMENT

PROGRAMME IN INDUSTRIAL PSYCHOLOGY

DECEMBER SUPPLEMENTARY EXAM 2015

COURSE: INDUSTRIAL PSYCHOLOGY 2B

MODULE CODE: IPS22B2/BSK2B01

DATE: DECEMBER 2015

DURATION: 3 HOURS

MARKS: 110

NUMBER OF PAGES: 11 PAGES

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MS N MORTON

MODERATOR: DR C HENN

INSTRUCTIONS TO CANDIDATES:

Place the question paper in the exam book and hand in both

- Answer the multiple choice questions at the back of your exam book
- Read the questions carefully and answer only what is asked
- Answer all the questions
- Number your answers clearly
- Write neat and legibly
- Structure your answers by using appropriate headings and sub-headings
- Students may use a calculator
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

QUESTION 2 (TRUE / FALSE STATEMENTS)

[15 MARKS]

Indicate whether the following statements are true or false (e.g. "2.1 False"):

- 2.1 A test-taker may not refuse to be assessed.
- 2.2 In source language monolinguals both the source and target versions of the measures are administered to test-takers who speak both the source and target languages, before comparing the two sets of scores.
- 2.3 Concurrent validity refers to whether the operationalisation can foretell how a person might perform in future.
- 2.4 Non probability sampling refers a method of sampling that assures that different units in your population have equal probabilities of being included in your sample.
- 2.5 Systematic measurement error is caused by any factors that randomly affect measurement of the variable across the sample.

- 2.6 Planning to address linguistic factors is one of the main duties of an assessment practitioner during an assessment session.
- 2.7 Predictive validity refers to the degree to which the operationalisation is similar to other operationalisations that it theoretically should be similar to.
- 2.8 When using computer-based assessment, problems can arise in that test-takers, especially older adults, may have a phobia about using computers.
- 2.9 Random measurement error is sometimes considered to be bias in measurement.
- 2.10 Reliability refers to the consistency of a measure.
- 2.11 Face validity refers to an operationalisation that "looks" valid.
- 2.12 In back-translation designs, the original measure is first translated into the target language by a set of translators, and then translated back into the original language by a different set of translators.
- 2.13 Purposive sampling is a method of nonprobability sampling.
- 2.14 Test-takers have the right to be informed of their rights and responsibilities.
- 2.15 Checking assessment materials and equipment is one of the main duties of an assessment practitioner prior to the assessment session.

QUESTION 3 [10 MARKS]

Measures of central tendency are numerical values that best reflect the centre of a distribution of scores. Various measures of central tendency exist such as, amongst others, mean, variance and standard deviation. Consider the following responses on an item for a sample of 4 people:

1	2	5	8

(a) Calculate the mean.

(3 marks)

- (b) Calculate the variance. (5 marks)
- (c) Calculate the standard deviation. (2 marks)

QUESTION 4 (SHORT QUESTIONS)

[20 MARKS]

4.1 Name any three assessment practitioner's duties prior to assessment. (3 marks) 4.2 Name any three assessment practitioner's duties during assessment. (3 marks) 4.3 Distinguish between internal and external validity in research designs. (4 marks) 4.4 Name the four factors that could affect assessment results. (4 marks) 4.5 List three major threats to external validity. (3 marks) 4.6 Name the three important steps of data analysis in social research. (3 marks)

QUESTION 5 [10 MARKS]

Match the constructs in Column A with the appropriate description in Column B. Write the question number with the matching letter only e.g. 5.1 = A

	COLUMN A		COLUMN B
5.1	Theoretical research	A	The research is based on observations and measurements of reality.
5.2	Descriptive interpretation	В	This study is one that takes place over time.
5.3	Cross-sectional study	С	Most social research is interested (at some point) in looking at cause-effect relationships.
5.4	Causal interpretation	D	This type of questions in research refers to a study that is designed primarily to describe what is going on or what exists.
5.5	Descriptive questions	E	This form of interpretation refers to the kind of interpretation that is made

taker's background, based on assessment results. This form of interpretation describes test-takers as they are and in terms of the way they behave at time of testing. Much of the research is concerned with developing, exploring or testing the theories or ideas that social researchers have about how he world operates. During this form of interpretation a psychologist makes a prediction based on the relation between a measured aptitude and a future criterion. This research study is one that takes place at a single point in time. This form of interpretation combines an interpretation of a test score with a value judgement based on available information and survey that the stat that a stat th			<u> </u>	about conditions or events in a test-
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QUESTION 6 [12 MARKS]

6.1 Complete the following diagram pertaining to the "Traditional Criteria for Judging Quantitative Research" and the "Alternative Criteria for Judging Qualitative Research"

Traditional Criteria for Judging Quantitative Research	Alternative Criteria for Judging Qualitative Research
internal validity	6.1.1
external validity	6.1.2

6.1.3	dependability
objectivity	6.1.4

(4 marks)

6.2 Name the four (4) approaches to qualitative research.

(4 marks)

6.3 List four (4) qualitative methods that are used in qualitative research.

(4 marks)

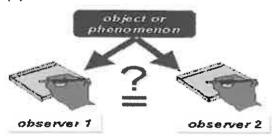
QUESTION 7

[6 MARKS]

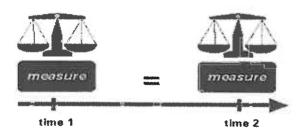
7.1 Identify the following types of reliability:

(3 marks)

(a)



(b)



(c)



7.2 Identify the different types of research design:

(3 marks)

(a) R X 0 R O

(b) 0 X 0 0

(c) X 0

QUESTION 8 [22 MARKS]

Various organisations in Gauteng employ call centres to handle vast numbers of requests and queries from customers regarding a specific product being offered. The main idea of a call centre is to handle to satisfaction as much as possible requests and queries in the shortest possible time. However, people's perceptions of call centres are quite negative compare to organisations' perception of the success of their call centres. People complain about the performance of call centre operators and forward unsatisfactory problem solving; call dropping; and having to repeat oneself to different operators every time a call is made, as some of the reasons for their negative perceptions. You are a researcher interested in studying people's perceptions regarding the performance of call centre operators. You decided to contact a company in Johannesburg providing medical services to public to conduct you research. You intend to email questionnaires to a 1000 members using the products of the medical organisation and plan to use various statistical programmes to aid in analysing the data. Answer the following questions pertaining to the above research scenario:

8.1	Indicate the source that will provide you with your research topic	(1 mark)
8.2	What other sources can be used when deciding on a research topic?	(3 marks)
8.3	Formulate a research question from the above research scenario.	(2 marks)
8.4	From the case study, indicate the following: (a) The independent variable	(1 mark)

8.5 Indicate from the above research scenario:

The dependent variable

(b)

(1 mark)

(a) The population. (1 mark) (b) The sample (1 mark) Name two purposive sampling procedures that you will use in your research study 8.6 (2 marks) 8.7 Formulate from the above research scenario: (a) An alternative hypothesis (1 mark) (b) A null hypothesis (1 mark) Indicate whether a qualitative or quantitative research approach will best assist in 8.8 answering the research question(s). Motivate your answer. (3 marks) 8.9 What would the unit of analysis be in your study? (1 mark) Name the four (4) key elements that you take into account when writing up your 8.10 research (4 marks)

TOTAL: 110