



**DEPARTMENT OF INDUSTRIAL PSYCHOLOGY AND  
PEOPLE MANAGEMENT**

**PROGRAMME IN INDUSTRIAL PSYCHOLOGY**

**COURSE:** INDUSTRIAL PSYCHOLOGY 2A

**MODULE CODE:** IPS12A2/BSK2A01

**DATE:** JULY 2016

**DURATION:** 2 HOURS

**TIME:** **MARKS:** 100

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**EXAMINATION TYPE:** July Supplementary Examination

**EXAMINER:** Dr Crystal Hoole  
Ms Nadia Morton

**INTERNAL MODERATOR:** Ms Neo Mamathuba

**NUMBER OF PAGES:** 2

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**INSTRUCTIONS TO CANDIDATES:**

- Place the question paper in the exam book and hand in both
- Read the questions carefully and answer only what is asked
- Number your answers clearly
- Write neat and legibly in bullet points
- Structure your answers by using appropriate headings and sub-headings
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment
- Please underline all key terms as you write

### **QUESTION 1**

Define the following concepts:

1. Industrial psychology OR organisational psychology
2. Organisational Behaviour
3. Group
4. Self-managed work team
5. Departmentalisation
6. Authority
7. Filtering
8. Charismatic leadership
9. Trust
10. Coercive power
11. Conflict
12. Negotiation
13. Span of control
14. Organisational climate
15. Change agent

[30]

### **QUESTION 2**

Contrast Transformation and Transactional leadership and give an example of each type of leadership.

[10]

### **QUESTION 3**

- a) Describe the different power tactics (18)
- b) Which power tactics are the most effective? (2)

[20]

### **QUESTION 4**

The environment in which South African companies operate is volatile and characterised by constant changes and uncertainties. Critically discuss the forces of change that stimulate organisations and their implications.

[25]

### **QUESTION 5**

Name 5 characteristics of organisational culture

[5]

**TOTAL/TOTAAL: 90**

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