

FBQ1: ----- Psychology as a scientific discipline seeks to study the impact of organisations on man and vice versa.

Answer: Organisational

FBQ2: Philosophers such as Socrates and Plato speculated a lot about -----

Answer: human behaviour

FBQ3: In the past, ----- is deemed as the study of the mind and mental life.

Answer: Psychology

FBQ4: Industrial/organisational psychology, also called-----, is a systematised and specialised body of knowledge about human behaviour in industries and organisations.

Answer: workplace psychology

FBQ5: Understanding human behaviour, from a----- point of view, is the overall goal of Psychology.

Answer: Scientific

FBQ6: ----- means adducing reason(s) to why people think, feel, or act the way they do.

Answer: Explanation

FBQ7: The goal of ----- behaviour is underscored by the need to take decisions that will be valid for now and in the future.

Answer: Predicting

FBQ8: -----are "doctors" who diagnose psychological disorders and treat them using psychotherapy.

Answer: Clinical Psychologist

FBQ9: ----- psychologist applies psychological principles and theories in understanding human behaviour in social setting.

Answer: Social

FBQ10: ----- Psychologists try to understand complex human behaviour by studying the onset of a behaviour pattern and the orderly way in which they change over time.

Answer: Developmental

FBQ11: ----- are Involved in criminology and legal issues relating to investigation and prosecution of criminals.

Answer: Forensic Psychologist

FBQ12: The importance of man as individuals and group at work is the focus of ----- Psychology.

Answer: Industrial

FBQ13: The ----- function is one of the main activities of Personnel Psychologists

Answer: Staffing

FBQ14: ----- means the process of seeking and attracting a large pool of likely knowledge, skills, talents and experiences for consideration for appointment;
Answer: Recruitment

FBQ15: ----- involve putting the right worker on the right job
Answer: Placement

FBQ16: ----- is to determine the core activities engaged in by workers; that is the duties, tasks, responsibilities, working conditions and hazards and assessment of human requirements of all jobs
Answer: Job analysis

FBQ17: Sources of recruitment are broadly divided into
Answer: 2

FBQ18: ----- on the other hand means determining among the so-recruited, the best possible hand for the position advertised.
Answer: Selection

FBQ19: ----- are designed on different human attributes and the choice of test(s) depends on attributes that are necessary for the job in question.
Answer: Psychological tests

FBQ20: Â There are -----types of inhibitionsÂ
Answer: Two

FBQ21: The classical conditioning approach was promoted by the work of -----
Answer: Ivan Pavlov

FBQ22: The ----- states that "in a given situation, a response followed by a 'satisfying' consequence will become more likely to occur, and a response followed by an unsatisfying outcome will become less likely to occur".
Answer: law of effect

FBQ23: ----- view, human learning as influenced by multiplicity of factors such as beliefs, attitudes, motivations, expectations and emotions.
Answer: Social-cognitive Theory

FBQ24: ----- is an internal record or representation of some prior event or experience.
Answer: Memory

FBQ25: Declarative memory are of----- types
Answer: Two

FBQ26: ----- focuses on the job holder. It is aimed at identifying the "training gaps" or skill deficiencies in the job incumbent.
Answer: Person analysis

FBQ27: ----- is the systematic evaluation of individual employee with respect to job performance

Answer: Performance appraisal

FBQ28: ----- is the job incumbent whose performance is to be evaluated

Answer: Appraise

FBQ29: According to Pattanayak (2012) ----- is inevitable for every organisation to be healthy and productive

Answer: Change

FBQ30: ----- as a generic term embraces a wide range of intervention strategies into both structural and social processes of an organization.

Answer: Organisational development

FBQ31: During----- stage, preparation. Motivation and readiness is created among people to change old behaviour through creation of discomfort or lack of conformation which may cause guilt or anxiety.

Answer: Unfreezing

FBQ32: In the ----- stage, the client is assisted to see things, judge them, feel them, and react to them differently based on a new point of view using new role models, mentors and by creating environmental scanning or new and relevant information.

Answer: Moving stage

FBQ33: ----- denote interdependencies and interconnectedness and interrelatedness among elements in the set that constitutes an identifiable whole.

Answer: Systems

FBQ34: ----- provide explanatory framework for the relationship between variables.

Answer: Theories or models

FBQ35: ----- according to Eze (2004) is central and essential part of life.

Answer: Work

FBQ36: ----- are built on Weberian bureaucratic prescriptions of rigidity and tightly controlled structure.

Answer: Mechanistic designs

FBQ37: ----- is the highest authority in dispute settlement machinery.

Answer: National industrial court

FBQ38: ----- is defined as an enduring organisation of motivational, emotional, perceptual and cognitive processes with respect to some aspect of the environment.

Answer: Attitude

FBQ39: ----- is triggered by need to respond to new challenges or opportunities presented by the external and internal environment, or in anticipation of the need to

cope with potential future problems.

Answer: Organisational change

FBQ40: There are ----- types of inhibitions

Answer: Two

FBQ41: ----- is an enduring belief that specific mode of conduct or end-state of existence is personally or socially preferable to an opposite or converse mode of conduct.

Answer: Value conflict

FBQ42: ----- mean interpersonal opposition that is driven by personal dislike or disagreement between parties.

Answer: Personality conflict

FBQ43: ----- is a well respected and trusted employee who may be engaged to hear out parties and to attempt a resolution of the dispute.

Answer: Ombudsman

FBQ44: ----- is the ability to sense how others are feeling

Answer: Empathy

FBQ45: ----- is an ability to be aware of what you are feeling

Answer: Self-awareness

FBQ46: The ----- is primarily engaged in research using experimental method.

Answer: Experimental psychologist

FBQ47: ----- tries to understand complex human behaviour by studying the onset of a behaviour pattern and the orderly way in which they change over time.

Answer: Developmental psychologists

FBQ48: ----- involves putting the right worker on the right job

Answer: Placement

FBQ49: In selection ----- is the opinions of former employer(s) and or people of eminent status.

Answer: Reference check

FBQ50: ----- according to Naylor and Blum (2001) is a process that develops and improves skills related to performance.

Answer: Training

MCQ1: One of these is NOT one of the notable writers of Industrial Psychology as a sub-field of Psychology.

Answer: Charles Taylor

MCQ2: Industrial Psychology as an academic discipline started with the pioneering works of Musterberg

Answer: 1913

MCQ3: Industrial/organisational psychology is also called ----- psychology

Answer: Workplace

MCQ4: The overall goal of ----- is the understanding of human behaviour, from a scientific point of view.

Answer: Psychology

MCQ5: ----- psychologists work with people of milder Emotional problems.

Answer: Counselling

MCQ6: An engineering psychologist is also called

Answer: Ergonomist

MCQ7: The ----- function is one of the main activities of Personnel Psychologists .

Answer: staffing

MCQ8: Organisations need people periodically for the following listed reasons Except one:

Answer: For payment of low wages

MCQ9: ----- is a deliberate effort involving serious and concerted planning and budgeting to anticipate costs at every stage of the recruitment and selection.

Answer: Recruitment

MCQ10: ----- means determining among the so-recruited, the best possible hand for the position advertised.

Answer: Selection

MCQ11: ----- is suitably used where number of applicant is manageable.

Answer: Preliminary interview

MCQ12: ----- is often done to clarify issues arising in the application blank.

Answer: Second interview

MCQ13: ----- is done to examine the physiological state and fitness of candidates.

Answer: Medical examination

MCQ14: Naylor and Blum (2001) sees ----- as a process that develops and improves skills related to performance.

Answer: Training

MCQ15: The classical conditioning approach was promoted by the work of ----- (1849-1936)

Answer: Ivan Pavlov

MCQ16: In ----- schedule, desired behaviour is reinforced after specified number of

responses.

Answer: Ratio

MCQ17: ----- means reappearance of a previously extinguished conditioned response.

Answer: Spontaneous recovery

MCQ18: The behavioural psychologists theory that believes that behaviour is more than simple S-R (stimulus and response) paradigm, rather thinking and interpretation of stimuli " S-O-R (stimulus-Organism- Response) are bonafide part of the learning process called

Answer: Social-cognitive Theory

MCQ19: ----- is an internal record or representation of some prior event or experience.

Answer: Memory

MCQ20: Organisational analysis is a -----perspective, while task analysis is a ----- perspective involving a review of job description in which the task, duties, responsibilities and condition under which the job is done is highlighted.

Answer: Macro and micro

MCQ21: ----- focuses on the job holder. Its aim is to identify the "training gaps" or skill deficiencies in the job incumbent.

Answer: Person analysis

MCQ22: ----- is a process and outcome justified in terms of cost to the organisation viz-Å -viz adequacy or otherwise of budgetary provision, current and future benefits to individual trainees and the organisation

Answer: Cost-effect benefit

MCQ23: An organisation is like a tune; it is not constituted by individual sounds but by their syntheses. This is according to -----

Answer: Peter Drucker

MCQ24: One of these reasons is NOT for performance appraisal

Answer: Improve Grape-vine

MCQ25: The job incumbent whose performance is been evaluated is called-----

Answer: Appraise

MCQ26: -----is an appraisal method where raters is to assess job incumbents in terms of selected objectives describing job behaviours.

Answer: Forced-choice

MCQ27: An appraisal method where Traits or behaviours are rated by attaching certain numerical values is called.

Answer: Graphic Rating

MCQ28: In ----- Performance is principally measured against results as derived from well-defined work objectives.

Answer: Management By Objective

MCQ29: One of these is NOT an appraisal pitfall

Answer: Imminent effect

MCQ30: Organisational-----is a radical transformation in the functioning of the organisational processes.

Answer: change

MCQ31: Individual resistance to change may be as a result of the following EXCEPT one :

Answer: Spouse denial

MCQ32: ----- can be defined as an enduring organisation of motivational, emotional, perceptual and cognitive processes with respect to some aspect of the environment.

Answer: Attitude

MCQ33: One of these is NOT a components of attitude

Answer: Affirmative

MCQ34: Engineering Psychology or Human Factor Engineering is another name for the sub-field of psychology called.

Answer: Ergonomics

MCQ35: One of these is not a Negotiation type according to Eze (2004)

Answer: Adhoc

MCQ36: One of these is NOT an external method of resolving conflicts

Answer: Reconciliation

MCQ37: A ----- is ones particular area of work within a series of jobs.

Answer: Career

MCQ38: ----- is a dynamic construct implying gradual growth, or increase or advancement.

Answer: Development

MCQ39: -----is a lose-lose situation in which disputants are both physically and emotionally detached not from the problem but from the processes that will lead to resolution.

Answer: Avoiding strategy

MCQ40: The acronym ADR in Dispute Resolution means

Answer: Alternative Dispute Resolution

MCQ41: ----- entails putting elements tasks, duties, responsibilities etc together for the job incumbent to be able to meet the goals and objectives entailed on the job

position.

Answer: Job designs

MCQ42: Organisations now have formal ADR policies using various combination of techniques such as all EXCEPT one

Answer: Ombudswoman

MCQ43: According to Kurt Lewin's Model, one of these is NOT a model for proper management of an effective change process.

Answer: Stagnant stage

MCQ44: ----- is NOT a type of change

Answer: Model

MCQ45: ----- is the ability to handle the emotions of others.

Answer: Social skill

MCQ46: The ----- applies psychological principles and theories in understanding human behaviour in social setting.

Answer: social psychologist

MCQ47: ----- simply means the process of seeking and attracting a large pool of likely knowledge, skills, talents and experiences for consideration for appointment;

Answer: Recruitment

MCQ48: One is NOT an Internal labour market source

Answer: Walk-ins

MCQ49: ----- is used to determine the training needs of specific populations of workers.

Answer: Demographic analysis

MCQ50: ----- attempts to identify the content of training, that is what an employee must do in order to perform competently.

Answer: Operational Analysis