PAD122 INDUSTRIAL/ORGANISATIONAL PSYCHOLOGY

The term Psychology is a combination of _____words
Two

The term Psychology is a combination of two words; _____and _____
Psyche and Logos

The term Psyche means the _____
Mind

The Greek word 'Logos' means_____
Word

In the past, psychology is deemed as the study of the mind and _____
Mental life

Who viewed the mind as something that is unobservable and difficult to subject to scientific study?
J B Watson

_____ proposed a method for the study of human mind called psychoanalysis.
Sigmund Freud (1934)

Sigmund Freud (1934) proposed a method for the study of human mind called_____
Psychoanalysis

Modern Psychology according to _____ is the scientific study of human behaviour and mental processes.
Kosylin & Rosenberg (2001)

There are over _____ fields of practice and subdivisions under Psychology
50

Psychology was rated as one of the topmost professions in America ranking with education in the_____ century
20th

_____ Psychology as a subfield of study initially focused mainly on individuals at work.
Industrial

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

Industrial Psychology as an academic discipline started with the pioneering works of Musterberg in the year_____
1913

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

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Industrial Psychology as a sub-field of Psychology dated to the work of the following notable writers

- Hugo Munsterberg
- Fredrick Taylor
- Eton Mayo
- Abraham Maslow

Our lives as individuals revolve around _____ and organisations from where we sojourn either as workers or owners of businesses to make ends meet.
industries

Our lives as individuals revolve around industries and _____ from where we sojourn either as workers or owners of businesses to make ends meet.
organisations

Our lives as individuals revolve around industries and organisations from where we sojourn either as workers or owners of businesses to make_____.
ends meet

_____ as a scientific discipline seeks to study the impact of organisations on man and vice versa.
Industrial/Organisational Psychology

_____ are forms of organisation
Industries

Human behaviour holds a lot of **_____** for all and sundry.
charm

_____ holds a lot of charm for all and sundry.
Human behaviour

Human behaviour holds a lot of charm for all and _____
Sundry

Philosophers such as _____ and Plato speculated a lot about human behaviour.
Socrates

Philosophers such as Socrates and _____ speculated a lot about human behaviour.
Plato

The American Psychological Association merged the two set of psychologists into what is now the Industrial/Organisational Psychology Division 14 in _____
1990s

Industrial or organisational psychology is also called _____ psychology
Workplace

Industrial/organisational psychology also called _____ is a systematised and specialised body of knowledge about human behaviour in industries and organisations.
Workplace psychology

The array of goods and services generated as a result of organised effort is called _____
Work
_____ involves the deliberate use of physical, emotional and mental energy to produce utilities.
Work

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According to Cascio and Aguinis (2005),_____ are all around us as businesses, hospitals, political parties, government (civil and public service) international and nongovernmental organisations, military/defence formations, social clubs, churches, Boy and Girl Scouts and schools.
Organisations

The following are the goals of psychology

- Measurement of behaviour
- Describing
- Explanation
- Prediction
- Control

Philosophers such as _____ and _____ speculated a lot about human behaviour.
Socrates and Plato

Philosophers such as Socrates and Plato speculated a lot about_____.
human behaviour

_____ is aimed at interrogating the believes and assumptions, making meaning out of human thinking, dreams, puzzles and prejudices by means of empirically verifiable methods and logical proofs.
Psychology

There are many _____ as well as several rightly or wrongly held myths and believes about human behaviour.
puzzles

_____ mean adducing reason(s) to why people think, feel, or act the way they do.
Explanation

A _____ provides explanatory framework, by organizing facts in a meaningful pattern that lend itself to logic and reasoning.
Theory

According to_____, Psychologists apply their training in different areas of endeavour.
Jayeoba (2008)

_____are "doctors" who diagnose psychological disorders and treat them using psychotherapy.
Clinical Psychologist

A clinical psychologist may practice privately or work in government hospital or _____
mental homes

_____ psychologists work with people of milder emotional problems.
Counselling

_____ psychologist is primarily engaged in research using experimental method.
Experimental

_____ psychologist is a specialist in research into physiological problems.
Physiological

_____ psychologist applies psychological principles, procedures, theories and insight to tackling industrial and organizational problems especially as they relate to the human aspect of the organization.
Industrial-Organisational

_____ applies psychological principles and theories in understanding human behaviour in social setting.
Social psychologist

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_____ 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.
Developmental

Psychologists studying behaviour changes occurring in earlier years are called _____
Child psychologists

_____ or ergonomist is interested in the position and interaction of man with machines of varied complexities used in industries and organizations.
Engineering psychologist

_____ is involved in criminology and legal issues relating to investigation and prosecution of criminals.
Forensic Psychologist

_____ function in military setting in different capacities, as counsellor, ergonomist or in the use of psychological principles and procedures, to select, train and deplore military personnel.
Military Psychologist

There are as many as _____ sub-fields of psychology as classified by the American Psychological Association
49

_____ simply means the process of seeking and attracting a large pool of likely knowledge, skills, talents and experiences for consideration for appointment
Recruitment

_____ determining among the so-recruited, the best possible hand for the position advertised.
Selection

_____ is a rigorous exercise involving a number of steps such as aptitude test, interview, reference check and medical test.
Selection

_____ involves rigorous step which must be taken to screen out the desirable from undesirable (who are bound to apply) job candidates.
Selection

_____ involve putting the right worker on the right job; that is, putting the round peg in a round hole.
Placement

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

Planning the recruitment programme involves the following basic components

- Job analysis to determine the core activities engaged in by workers
- Manpower planning involving a number of essential and basic processes of organisational analysis
- Recruitment via announcement of vacancies and finding means of attracting from the labour market those who are qualified and willing to fill the vacancies
- Selecting from among the applicants those who have the best probability of succeeding on the jobs
- Putting selected candidates on the job roles

_____ means working out how to overshoot the optimum manpower requirement of an organisation which comes by way of over manning.
Decruitment

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The sources of recruitment are broadly divided into_____
Two

Internal labour market sources include the following

- transfer
- promotion
- job rotation
- recommendation of labour union
- training and skill upgrading
- job redesigning by either enlargement or slimming
- job reclassification

External labour market sources include the following

- unsolicited applications
- recommendations of present employees
- walk-ins
- referrals
- employment agents/agencies
- redundant workers
- labour union centres
- poaching
- job fairs
- scouting
- nepotism
- leasing

_____ simply means the process of seeking and attracting a large pool of likely skill for consideration for appointment.
Recruitment

_____ means determining among the so-recruited, the best possible hand for the position advertised.
Selection

_____is a rigorous exercise involving a number of steps.
Selection

_____ further serves as part of screening of those who are qualified enough to participate in the rest of the selection process/stages.
Preliminary interview

_____ is suitably used where number of applicant is manageable.
Preliminary interview

_____ are thoughtfully designed with attributes required on the job in mind relevant biographical data are also obtained through the blank
Application blank

_____ is often done to clarify issues arising in the application blank
Second interview

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

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_____ has to do with examining the relevance of earlier job experiences of applicants.
Work history

Opinions of former employer(s) and or people of eminent status are obtained during_____
Reference check

_____ is done to examine the physiological state and fitness of candidates.
Medical examination

_____ is a key and most used tool for individual growth and organisational development.
Learning

_____is bona fide activities of the human resource department conducted by industrial/organisational or personnel psychologists with the aim of improving employees' competences for improved productivity and organisational development.
Training

_____ is a key process in human behaviour which plays crucial role in language, custom, belief, attitude, personality and perceptions of people.
Learning

_____ can be defined as any relative change in behaviour occurring as a result of practice or experience.
Learning

The basic elements of learning are

- change of behaviour
- change occurring through practice or experience
- the behaviour change must be relatively permanent

_____ according to Naylor and Blum (2001) is a process that develops and improves skills related to performance.
Training

_____ views training as consisting of planned programmes designed to improve performance at the individual, group and/or organisational levels.
Cascio (2006)

_____ views training as „to instruct and discipline in or for some particular art, profession, occupation or practice; to make proficient by such instruction and practice".
Harrison (1988)

_____ can equally be described as a human resource and personnel activities designed to facilitate the learning and development of new and existing skills and to improve the performance of specific tasks or roles
Training

Training can be said to incorporate the following

- It is a process
- Can be used to improve/develop skills
- Can, in all probability, increase production and reduce errors
- Relates to performance in some ways
- It is a planned/programmed activity of the human resource department
- Can facilitate learning in the area of skill, knowledge and attitude

Factors affecting learning can be classified as internal and _____
External

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The external factors influencing the learning process

- rewards and punishments
- relationships
- learning context
- distractions
- workplace
- facilities
- tutors
- methods
- inhibitions

The internal factors influencing the learning process

- IQ
- Perception
- Memory
- Motivation
- Attitudes
- Emotions
- Personality
- Forgetting

There two types of inhibitions are retroactive and _____
Proactive

_____ means either temporary or total loss of material previously learnt.
Forgetting

_____ provide explanatory frameworks for understanding crucial variables in an experience or phenomena.
Theories

Important learning theories are the following

- Behavioural theories
- Social-cognitive theories
- Information processing theories

The classical conditioning approach was promoted by the work of _____
Ivan Pavlov

Who earned the Nobel Prize experiments on the activities of the dog's salivary gland?
Ivan Pavlov (1849-1936)
_____ is learning that occurs when a neutral stimulus (NS) becomes paired (associated) with an unconditioned stimulus (UCS) to elicit a conditioned response (CR).
Classical conditioning

In _____ conditioning, the consequences of behavioural responses are not the focus.
Classical

Operant conditioning was pioneered by _____
Edward L. Thorndike

Thorndike concluded that animals did not learn by 'insight" but through a process called_____.
Instrumental learning

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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.
law of effect

The law of effect was proposed by_____
Thorndike

_____ popularized behaviourism and coined the term operant behaviour
B. F. Skinner

The term ‘’operant behaviour’’ was coined by an American called_____
B. F. Skinner

_____ is the means by which organisms achieve personal adaption to the environment.
Operant conditioning

_____ works on the principles of strengthening or weakening of responses by use of reinforcement which can be either positive or negative.
Operant conditioning

The smile is the _____ reinforcer.
Positive

The removal of crying is a negative reinforcer and the process is called _____
Negative reinforcement

_____ means the behaviour is rewarded each time it occurs.
Continuous schedule

Behaviours learnt through classical conditioning can become weakened or suppressed through_____.
Extinction

_____ means reappearance of a previously extinguished conditioned response.
Spontaneous recovery

_____ conditioning explains what occurs when a neutral stimulus (NS) becomes a conditioned stimulus (CS) through repeated pairings with previously conditioned stimulus.
Higher-order

Social-cognitive Theory is also called _____
cognitive-social learning or cognitive-behavioural theory

_____ involves three main stages which are; sensory inputs, storage and retrieval of information.
Information storage

Information storage involves three main stages which are; sensory inputs, storage and _____ of information.
Retrieval

_____ is an internal record or representation of some prior event or experience.
Memory

_____ is one of the most important and valuable mental process.
Memory

Declarative memory is of _____types
Two

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_____ memory host factual and general information; r
Semantic

_____ memory which are mental diary of events and episodes of life that were personally experienced
Episodic

Memories without awareness are also called _____.
Nondeclarative memory

Nondeclarative memory is classified into the following

- Procedural learning
- Classically conditioned responses
- Priming

_____ is a situation where first exposure to a stimulus (or prime) facilitates or inhibits the processing of new information.
Priming

Information stored in the _____ memory can be recalled/retrieved on demand.
long term

_____ means being able to retain what is learned, and brings it back from memory.
Recall

A German psychologist, Hermann Ebbinghaus (1885-1964) pioneered memory research way back_____.
1885

_____ is determined by the span of time given into sorting and selection of information to be learned.
Attention

The following are the components of the needs assessment process

- Organizational analysis
- Task/Job analysis
- Person's analysis
- Demographic Analysis
- Operational Analysis

There are _____ components of the needs assessment process
five

_____ is the systematic evaluation of individual employee with respect to job performance.
Performance appraisal

_____ is targeted at evaluation of performance, personality, and potential of group members.
Performance appraisal

_____ involves report on job incumbents in an open or closed reporting system.
Appraisal

_____ is done by those of equal rank or who are member of the same rating by superior
Rating

_____ is a means by which performance of objectives can be assessed using key performance indicators that reflect work objectives and by choice of appropriate method from the range of available options.

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Performance appraisal

According to _____ change is inevitable for every organisation to be healthy and productive while organisational development as a generic term embraces a wide range of intervention strategies into both structural and social processes of an organisation.
Pattanayak (2012)

_____ is a strategic long-term effort, led and supported by top management to specifically improve on organisation's visioning, empowerment, learning and problem-solving processes through an ongoing collaborative management or organisational culture.
Organisational development

_____ is a radical transformation in the functioning of the organisational processes.
Organisational change

The following the types of change

- Changing the Structure
- Changing Technology
- Changing People

_____ means reworking or redesigning the work specialization, departmentalization, chain of command, span of control, centralization, formalization, job redesign or actual structural design
Changing the structure

_____ or models provide explanatory framework for the relationship between variables.
Theories

According to Fagen, a _____ is a set of objects, together with the relationships between the objects and between their attributes.
System

Every system has a _____ boundary.
distinct

A _____ operates within the context of an environment.
System

_____ create the type of activities that help team members learn how each member think and works.
Team building

_____ involves changing the attitudes, stereotypes, and perceptions that work groups have about each other.
Intergroup development

Outside _____ helps managers to understand how interpersonal processes are affecting the way work is being done.
Consultant

_____ means putting in place a technique for assessing attitudes and perceptions, identifying discrepancies in these, and resolving the differences by using survey information in feedback groups.
Survey feedback

According to Eze (2004), _____ is central and essential part of life.
Work

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

_____ influence behaviour more strongly when counteracting situational factors are weak
Attitudes

_____ have a greater influence on behaviour when we are aware of them and when they are strongly held
Attitudes

_____ is a positive or negative evaluative reaction towards a stimulus, such as persons, objects (equipment, technology, office environment), action of superiors/peers/subordinates, or concept/ideas.
Attitude

Work can bring about several outcomes than could be accounted for here but outcomes such as the following are examples:

- As a means of earning a living.
- As an opportunity for using basic human talents.
- As a platform for social intercourse.
- As a basic life goal.
- As a form of social identity.

_____ refers to thoughts, belief, opinions, and knowledge or information held by the person concerning others, objects or ideas.
Cognitive component

_____ is emotional feelings about people, places and objects to which statements like ‘’I do not like‟ can apply and can lead to behavioural outcomes
Affective component

_____ component refers to action tendencies and intentions to behave in a certain way towards someone or something.
Behavioural

Attitude is tri-component incorporating belief, feelings and _____
Behaviour

Attitude is functional in nature
True

_____ is concerned with man-machine fit at work with the consideration of core human factors in the design and use of equipment and machines at work.
Ergonomics

The main research focuses are the following

- Achieving man-machine fit
- Reduction of industrial accidents
- Guaranteeing industrial safety and security
- Optimizing performance

Designing work primarily takes note of the following:

- Environment
- Machines and equipment
- Structure
- The people

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_____ is actually negotiation between parties leading to agreement.
Collective bargaining

Negotiation types according to Eze (2004) include the following:

- Win-Lose
- Lose-Lose
- No deal
- Win-win

_____is a problem solving approach in which interested parties confront the issues and cooperate to identify the problem, generate and weigh alternatives solutions.
Integrative bargaining

_____ involve are divergent mostly involving wage rates, holidays, overtime, bonus and other fringe benefits.
Distributive bargaining

_____ is mostly about sharing the industrial ''pie".
Distributive bargaining

Opposing values often result in a _____ situation breeding room for conflict at a later time.
win-lose

_____ is forced as one party seeks to dominate the other.
Bargaining

_____ may be made in terms of promotion, training allowances and retrenchment with a proviso for recall as soon as things improve.
Concessions or compromise

_____ mean interpersonal opposition that is driven by personal dislike or disagreement between parties.
Personality conflict

_____ 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.
Value conflict

There are _____ types of value conflicts
three

In _____ conflict, highly ranked instrumental and terminal values pulling individual in opposing directions can result into inner conflict and stress.
Intrapersonal value

The external methods of resolving conflicts comprise of the following:

- Mediation
- Conciliation
- Industrial Arbitration Panel
- Industrial Court

A _____ is ones particular area of work within a series of jobs.
Career

_____ is a dynamic construct implying gradual growth, or increase or advancement.
Development

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These theories are attempts at alignment of experiences with empirical studies.

- John Holland's career typology
- Driver's career concept
- Super's self-expression theory
- Roe's theory

A _____ according to Fajana (2002) is the pattern or sequence of work roles of an individual.
career

A _____ is not simply moving up a career ladder within ones organisation
career

According to_____, the six types represent characteristics of both the work environment and the personality traits and interests of people in those working environment.
Holland's theory

QWL is the acronym for_____
Quality of Work Life

_____ is premised on the philosophical principles that people are the most important resource in the organization
Quality of Work Life

_____ means the sum total of values, both materials and non-materials, attained by the worker throughout his life.
Quality of Work Life

_____ is an umbrella term which includes many concepts.
Quality of Work Life

_____ means the sum total of values, both materials and nonmaterials, attained by the worker throughout his life.
QWL

_____is contextualized in work situation
quality of work-life

_____ balance is situated in both work and family or domestic life.
work-life

_____ is situated within organizational environment, where it involves levels of employees who are individually responsible for growth or development of their career.
Career development

_____ are widely held believes that are either right or wrong
Myths

Myths are widely held _____ that are either right or wrong
believes

_____, as a scientific field of study, is aimed at interrogating the believes and assumptions, making meaning out of human thinking, dreams, puzzles and prejudices by means of empirically verifiable methods and logical proofs.
Psychology

The term _____ is a combination of two words

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Psychology

The term Psychology is a combination of _____ words
two

In the past, _____ is deemed as the study of the mind and mental life.
psychology

In the past, psychology is deemed as the study of the _____ and mental life.
mind

In the past, psychology is deemed as the study of the mind and_____ .
mental life

In the past, psychology is deemed as the study of the mind and _____life.
mental

At the turn of the_____ however, many psychologists such as J B Watson began to view the mind as something that is unobservable and difficult to subject to scientific study.
1920s

At the turn of the1920s however, many psychologists such as _____ began to view the mind as something that is unobservable and difficult to subject to scientific study.
J B Watson

Sigmund Freud (1934) proposed a method for the study of human mind called_____.
psychoanalysis

_____ proposed a method for the study of human mind called psychoanalysis.
Sigmund Freud

Sigmund Freud (1934) proposed a method for the study of _____ called psychoanalysis.
human mind

_____ according to Kosylin & Rosenberg (2001) is the scientific study of human behaviour and mental processes.
Modern Psychology

Modern Psychology according to Kosylin & Rosenberg (2001) is the scientific study of human _____ and mental processes.
behaviour

Modern Psychology according to Kosylin & Rosenberg (2001) is the scientific study of human behaviour and _____ processes.
mental

_____ as a field of study has grown in leaps and bounds, especially in developed countries such as Germany, Russia and America where several fields of practice have been identified and classified.
Psychology

Psychology as a field of study has grown in_____ and_____, especially in developed countries such as Germany, Russia and America where several fields of practice have been identified and classified.
leaps and bounds

Psychology as a field of study has grown in leaps and bounds, especially in developed countries such as _____, _____, and_____ where several fields of practice have been identified and classified.
Germany, Russia and America

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The _____ had continued unhindered in developed countries.
growth

The growth had continued _____ in developed countries.
unhindered

The growth had continued unhindered in _____ countries.
developed

In developing countries like_____, the study of psychology has continued to gain appreciable ground both as academic discipline and profession.
Nigeria

In developing countries like Nigeria, the study of _____ has continued to gain appreciable ground both as academic discipline and profession.
psychology

In developing countries like Nigeria, the study of psychology has continued to gain appreciable ground both as _____and profession.
academic discipline

In developing countries like Nigeria, the study of psychology has continued to gain appreciable ground both as academic discipline and_____.
profession

In developing countries like Nigeria, the study of psychology has continued to gain appreciable ground both as_____ and_____.
academic discipline and profession

_____ as a subfield of study initially focused mainly on individuals at work.
Industrial Psychology

Industrial Psychology as a _____ of study initially focused mainly on individuals at work.
subfield

Industrial Psychology as a subfield of study initially focused mainly on individuals at_____.
work

The _____ concern was about individual differences at work.
principal

The principal concern was about individual differences at work.
True

Industrial Psychology as an academic discipline started with the pioneering works of_____
Musterberg

By the scope and results from _____ and colleagues work in the 1930s, it was soon apparent that man's contribution to work is regulated by factors beyond the individual
Elton Mayo

Equally of note was the application, as far back as 1920s, of _____ to advertising where TV commercials and logo are paired with attractive models and celebrities as promoted by J. B. Watson.
classical conditioning

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Equally of note was the application, as far back as 1920s, of classical conditioning to advertising where TV commercials and logo are paired with attractive models and celebrities as promoted by_____.
J. B. Watson

Informal groups at work and such issues as group morale, social conformity, attitudes and the generally observable changes that both physical and social aspects of the work place represents and other scenarios such as structure, processes and people became topical issues which are codified as_____.
Organisational Psychology

_____ began as a separate field of study different and independent of Industrial Psychology.
Organisational Psychology

Organisational Psychology began as a separate field of study different and independent of_____.
Industrial Psychology

While _____ were focussing on individuals at work, Organisational Psychologists shifted concerns to influence of group and group processes at work.
Industrial Psychologists

While Industrial Psychologists were focussing on individuals at work, _____ shifted concerns to influence of group and group processes at work.
Organisational Psychologists

The_____, a body regulating the practice of psychology in America however merged the two set of psychologists into what is now the Industrial/Organisational Psychology Division 14 in 1990s.
American Psychological Association

The American Psychological Association, a body regulating the practice of psychology in America however merged the two set of psychologists into what is now the Industrial/Organisational Psychology Division 14 in _____s.
1990

The sub-field is now simply referred to as _____
I/O Psychology

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

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

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

The array of goods and services generated as a result of organised effort, called_____, is awesome.
work

_____ involves the deliberate use of physical, emotional and mental energy to produce utilities.
Work

Work involves the deliberate use of_____, emotional and mental energy to produce utilities.
physical

Work involves the deliberate use of physical, _____ and mental energy to produce utilities.

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emotional

Work involves the deliberate use of physical, emotional and _____ energy to produce utilities.
mental

Work involves the deliberate use of physical, emotional and mental energy to produce_____.
utilities

Work involves the deliberate use of physical, emotional and mental _____ to produce utilities.
energy

_____ produces jobs which are organised or deliberately designed group of activities composing of units of tasks, duties, responsibilities within the context of peculiar conditions and rules which significant amount of influence on performance and gives coherence to attainment of set goals and objectives.
Work

According to _____ organisations are all around us as businesses, hospitals, political parties, government (civil and public service) international and nongovernmental organisations, military/defence formations, social clubs, churches, Boy and Girl Scouts and schools.
Cascio and Aguinis (2005)

_____ are organised body of people, structure, equipment/technology and processes aimed at manufacturing utilities for human consumption.
Industries

_____ basically offers services whether tangible or intangible, the outcome of which societies of man depend upon to achieve the important objectives of modern living which includes attainment of fundamental rights to decent food, water, shelter, education, protection and other life's socio-political, psychological and career aspirations.
Organisations

Understanding_____, from a scientific point of view, is the overall goal of Psychology.
human behaviour

Understanding human behaviour, from a scientific point of view, is the overall goal of_____.
Psychology

_____ or concepts that are so measured are classified, identified, or categorized in terms of their salient features, or characteristics.
Attributes

Attributes or _____ that are so measured are classified, identified, or categorized in terms of their salient features, or characteristics.
concepts

_____ mean adducing reason(s) to why people think, feel, or act the way they do.
Explanation

A _____ provides explanatory framework, by organizing facts in a meaningful pattern that lend itself to logic and reasoning.
theory

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

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

The professional psychologist, just like physiologist uses knowledge from _____ to treat illness, seeks to apply knowledge from Psychology to bring about changes in behaviour.
medical research

According to_____, Psychologists apply their training in different areas of endeavour.
Jayeoba (2008)

According to Jayeoba (2008), _____ apply their training in different areas of endeavour.
Psychologists

According to Jayeoba (2008), Psychologists apply their _____ in different areas of endeavour.
training

For anybody to practice as a _____ in any field he requires at least an M.Sc degree in psychology.
psychologist

For anybody to practice as a psychologist in any field he requires at least an _____ in psychology.
M.Sc degree

For anybody to practice as a psychologist in any field he requires at least an M.Sc degree in_____.
psychology

The _____ comes close to many people's idea of what a psychologist is.
clinical psychologist

The clinical psychologist is different from a psychiatrist.
True

In addition, the _____ uses drug in treating behaviour disorder while the clinical psychologist uses psychotherapy in psychology.
psychiatrist

A _____ may practice privately or work in government hospital or mental homes.
clinical psychologist

Both _____ and_____ psychology have been described as healing professions since both diagnose and treat abnormality in human behaviour.
clinical and counselling

_____ uses tests to measure traits like intelligence, interest, aptitude and personality characteristics based on which he has insight into people's problem and counsel on adjustment strategies.
Counselling psychologist

The _____ may be involved in private practice or employed in schools or public service.
counselling psychologist

The _____ is primarily engaged in research using experimental method.
experimental psychologist

The experimental psychologist is primarily engaged in research using_____.
experimental method

The psychologist is a _____ in research into physiological problems.

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specialist

The _____ is a specialist in research into physiological problems.
psychologist

_____ applies psychological principles, procedures, theories and insight to tackling industrial and organizational problems especially as they relate to the human aspect of the organization.
Industrial-organisational psychologist

_____ is involved in personnel recruitment, training, motivation, business administration, marketing strategies, communication, job counselling, as researcher and lecturer in universities, consultancy, etc.
Industrial-organisational psychologist

Industrial-Organisational Psychologistis sometimes referred to as _____ and functions in administrative management position in both public and private sectors of the economy.
Personnel psychologist

The _____ applies psychological principles and theories in understanding human behaviour in social setting.
social psychologist

_____ scope of interest is wide and covers issues like attitude and attitude change, people perception or perceptual stereotypes, determination of influence and power, conformity etc.
Social psychologist

_____ try to understand complex human behaviour by studying the onset of a behaviour pattern and the orderly way in which they change over time.
Developmental psychologists

Psychologists studying behaviour changes occurring in earlier years are called_____.
child psychologists

On the whole, _____ are interested, not only in the etiology of behaviour, (normal or abnormal) but seek to understand its progress, effects and mode of sustaining (if normal) or terminating (if abnormal) such behaviour.
developmental psychologists

The _____ or ergonomist is interested in the position and interaction of man with machines of varied complexities used in industries and organizations.
engineering psychologist

The engineering psychologist or _____ is interested in the position and interaction of man with machines of varied complexities used in industries and organizations.
ergonomist

_____ involved in criminology and legal issues relating to investigation and prosecution of criminals.
Forensic psychologist

_____ assist in managing after-effects of acquittal and conviction.
forensic psychologist

_____ function in military setting in different capacities, as counsellor, ergonomist or in the use of psychological principles and procedures, to select, train and deplore military personnel.
Military psychologist

Indeed, there are as many as _____ sub-fields of Psychology as classified by the American Psychological Association.

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_____ psychology offers valuable contribution and a repertoire of knowledge of man in work situations.
Industrial/Organisational

The staffing function apart from being the very first point of contact of all employees with the organisation is one of the oldest human resource functions and it covers three distinct but interrelated issues of_____, selection and placement.
recruitment

The staffing function apart from being the very first point of contact of all employees with the organisation is one of the oldest human resource functions and it covers three distinct but interrelated issues of recruitment, _____ and placement.
selection

The staffing function apart from being the very first point of contact of all employees with the organisation is one of the oldest human resource functions and it covers three distinct but interrelated issues of recruitment, selection and_____.
placement

In fact, _____ as a process went beyond the actual attraction of people, picking among them and placing them on the job.
staffing

_____ includes manpower planning and job analysis.
Staffing

Staffing includes _____ and job analysis.
manpower planning

Staffing includes manpower planning and_____.
job analysis

_____ starts at identifying the right spot of the river to cast the net, casting and bringing the net to the bank.
Recruitment

_____ is about what is done to disallow the shark and or snake of a worker from sneaking into the organisation as well as weeding out obviously unwanted crabs and prawns which will only be useful in another context.
Selection

_____ is done through advertisement in various media, using news paper pages, professional, referrals, word of mouth, journals, magazines, employment centres, scouting, internet platforms and unsolicited application.
Recruitment

_____ is not exactly the same as selection.
Recruitment

Recruitment is only one of the steps involved in staffing
True

_____ means determining among the so-recruited, the best possible hand for the position advertised.
Selection

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_____ is a rigorous exercise involving a number of steps such as aptitude test, interview, reference check and medical test.
Selection

_____ involves rigorous step which must be taken to screen out the desirable from undesirable (who are bound to apply) job candidates.
Selection

_____ only involve putting the right worker on the right job; that is, putting the round peg in a round hole.
Placement

_____ must be placed in the job on which they can best perform.
Worker

Worker must be placed in the _____ on which they can best perform.
job

Worker must be placed in the job on which they can best_____.
perform

Every organisation has what could be described as_____.
optimum skill requirements

_____ in reality differs from the available incumbent skills by either plus or minus.
Recruitment

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

Planning the recruitment programme involves the following basic components:
1. Job analysis to determine the core activities engaged in by workers
2. Manpower planning involving a number of essential and basic processes of organisational analysis to determine whether there are deficiencies of skills, reconciliation of present and future needs through scientific forecasting of the labour market supply and demand matrix, planning human resource actions
3. Recruitment via announcement of vacancies and finding means of attracting from the labour market those who are qualified and willing to fill the vacancies.
4. Selecting from among the applicants those who have the best probability of succeeding on the jobs
5. Putting selected candidates on the job roles

The other approach to controlling labour supply is_____, which is not exactly a pleasant experience for the officer in charge of such brief.
decruitment

_____ means working out how to overshoot the optimum manpower requirement of an organisation, which comes by way of overmanning.
Decruitment

The options available to the manager for decruitment according to Robbins & Coutler (2007) are:
1. Firing
2. Layoff
3. Attrition
4. Transfers
5. Reduced workweeks
6. Early retirements
7. Job sharing

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When organisations target _____, they are not just aiming at absorbing people.
recruitment

Sources of recruitment are broadly divided into_____
two

_____ sources include transfer, promotion, job rotation, recommendation of labour union, training and skill upgrading, job redesigning by either enlargement or slimming, or job reclassification.
Internal labour market

_____ sources include unsolicited applications, recommendations of present employees, walk-ins, referrals, employment agents/agencies, redundant workers, labour union centres, poaching, job fairs, scouting, nepotism and leasing.
External labour market

_____ is done through advertisement in various media (print and electronic), using employment centres, internet and unsolicited applications.
Recruitment

_____ means determining among the so-recruited, the best possible hand for the position advertised.
Selection

_____ is a rigorous exercise involving a number of steps.
Selection

_____ as a process went beyond the actual attraction of people, picking among them and placing them on the job.
selection

_____ is only concerned with bringing in applications of prospective job candidates, and the rest of the steps discussed below relates to another stage in the hiring process.
recruitment

There are _____ stages in the selection process.
nine

_____ is suitably used where number of applicant is manageable.
Preliminary interview

_____ further serves as part of screening of those who are qualified enough to participate in the rest of the selection process/stages.
Preliminary interview

_____ is thoughtfully designed with attributes required on the job in mind relevant biographical data are also obtained through the blank.
Application blank

_____ is often done to clarify issues arising in the application blank.
Second interview

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

_____ give greater insight than results are generally more valid and reliable than most measure.
Psychological tests

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_____ has to do with examining the relevance of earlier job experiences of applicants.
Work history

_____ is important in a job in which experience is needed and advertised.
Work history

Opinions of former _____ and or people of eminent status are obtained.
employer

Organisations now use Google, MySpace, LinkedIn and Facebook, WhatsApp to check out _____ and current employees.
applicants

Organisations now use Google, MySpace, LinkedIn and Facebook, WhatsApp to check out applicants and_____.
current employees

_____ is done to examine the physiological state and fitness of candidates.
Medical examination

_____ should normally be carried out before of employment is given to the prospective applicant. This is to forestall accusation by employee of being discriminated against on the basis of physical infirmity.
Medical examination

Successful _____ and selection culminates in placement on workers on the job they are best fit to do and not necessarily the jobs they had applied for.
recruitment

Successful recruitment and _____ culminates in placement on workers on the job they are best fit to do and not necessarily the jobs they had applied for.
selection

Successful recruitment and selection culminates in _____ on workers on the job they are best fit to do and not necessarily the jobs they had applied for.
placement

Efforts during _____ are devoted to making the new employee suitably absorbed into not just a job position, but both career and lifetime opportunities for use of knowledge, skills, and importantly aptitudes that are latent and may be discovered along the line.
placement

_____ involves sequence of activities of which recruitment, selection and placement are major outposts.
Staffing

Staffing involves sequence of activities of which_____, selection and placement are major outposts.
recruitment

Staffing involves sequence of activities of which recruitment, _____and placement are major outposts.
selection

Staffing involves sequence of activities of which recruitment, selection and _____ are major outposts.
placement

_____ is limited to bringing job applicants to show interest in the jobs
Recruitment

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_____ is determining those who are best suitable for the jobs.
Selection

_____ is a key and most used tool for individual growth and organisational development.
Learning

_____ strategies are encapsulated in all training efforts of organisations.
Learning

_____ is a bonafide activities of the human resource department conducted by industrial/organisational or personnel psychologists with the aim of improving employees‟ competences for improved productivity and organisational development.
Training

_____ is a key process in human behaviour.
Learning

_____ plays crucial role in language, custom, belief, attitude, personality and perceptions of people.
Learning

_____ can be defined as any relative change in behaviour occurring as a result of practice or experience.
Learning

The following are the basic elements of learning
(i) change of behaviour
(ii) change occurring through practice or experience
(iii) the behaviour change must be relatively permanent

Learning occurs in _____ ways
three

Learning occurs in three ways;_____, _____ and_____
spontaneously and incidentally and formally

Effective _____ programme they said results in increased production, reduced error and labour turnover and greater employee satisfactions.
training

_____ views training as consisting of planned programmes designed to improve performance at the individual, group and/or organisational levels.
Cascio (2006)

Harrison (1988) views _____ as „to instruct and discipline in or for some particular art, profession, occupation or practice; to make proficient by such instruction and practice‟.
training

Cascio (2006) views _____ as consisting of planned programmes designed to improve performance at the individual, group and/or organisational levels.
training

_____ views training as „to instruct and discipline in or for some particular art, profession, occupation or practice; to make proficient by such instruction and practice‟.
Harrison (1988)

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

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Training

In reality, _____ implies observable, sometimes measurable changes in knowledge, skills, attitudes, and or other organizationally/socially acceptable behaviour.
improved performance

_____ can equally be described as a human resource and personnel activities designed to facilitate the learning and development of new and existing skills and to improve the performance of specific tasks or roles.
Training

Training can be said to incorporate the following:
1. It is a process
2. Can be used to improve/develop skills
3. Can, in all probability, increase production and reduce errors
4. Relates to performance in some ways
5. It is a planned/programmed activity of the human resource department.
6. Can facilitate learning in the area of skill, knowledge and attitude

There are _____ types of inhibitions
two

There are two types of inhibitions:_____ and_____
retroactive inhibition and proactive inhibition

_____ means either temporary or total loss of material previously learnt.
Forgetting

Higher IQs are able to learn and recall better than low IQs
True

It is believed that _____ arising from the environment of learning
distraction

_____ to learn and interest are personality variables that will ultimately affect learning.
Motivations

Motivations to learn and _____ are personality variables that will ultimately affect learning.
interest

_____ have been interested in the intriguing processes involved in human learning.
Psychologists

Important learning theories are_____
behavioural, social-cognitive and information processing theories

Important learning theories are _____, social-cognitive and information processing theories.
behavioural

Important learning theories are behavioural, _____and information processing theories.
social-cognitive

Important learning theories are behavioural, social-cognitive and_____.
information processing theories

_____ provide explanatory frameworks for understanding crucial variables in an experience or phenomena.

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Theories

Two notable approaches are presented which are _____ and_____ conditioning principles.
classical and operant

The classical conditioning approach was promoted by the work of_____
Ivan Pavlov

Who earned the Nobel Prize experiments on the activities of the dog's salivary gland relative to different types of food accidentally discovered that dogs began to salivate?
Ivan Pavlov

A major revolutionary discovery about the principle of human learning has been made. This type of learning was described by Pavlov as_____.
classical conditioning

_____ is learning that occurs when a neutral stimulus (NS) becomes paired (associated) with an unconditioned stimulus (UCS) to elicit a conditioned response (CR).
Classical conditioning

_____ turns out to be the basic and fundamental way that all animals, including humans –you and I - learn most new responses, emotions and attitudes.
Classical conditioning

_____ was later further developed by J. B. Watson by emphasizing that behaviour can be studied by only focusing on what is observable.
Classical conditioning

Classical conditioning was later further developed by _____ by emphasizing that behaviour can be studied by only focusing on what is observable.
J. B. Watson

According to_____, emphasis on unobservable mental processes can only lead to subjective conclusions.
J. B. Watson

_____ has the power to affect emotions, attitudes, physiology and health, but could neither explain how a behaviour is learnt nor elicited.
Classical conditioning

In_____, the consequences of behavioural responses are not the focus.
classical conditioning

_____ was pioneered by Edward L. Thorndike, an American who was studying how animals learn to solve puzzles.
Operant conditioning

Operant conditioning was pioneered by Edward L._____, an American who was studying how animals learn to solve puzzles.
Thorndike

Operant conditioning was pioneered by Edward L. Thorndike, an _____ who was studying how animals learn to solve puzzles.
American

_____ concluded that animals did not learn by ''insight" but through a process called instrumental learning.
Thorndike

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_____proposed the law of effect
Edward L. Thorndike

_____ according to Thorndike is the means by which organisms achieve personal adaption to the environment.
Operant conditioning

Operant conditioning works on the principles of _____ or_____ of responses by use of reinforcement which can be either positive or negative.
strengthening or weakening

The _____ is the positive reinforcer.
smile

The smile is the _____ reinforcer.
positive

The smile is the positive _____
reinforcer

_____ is important as a way of increasing (desired behaviour) or decreasing or stopping (undesired behaviour).
Reinforcement

The removal of _____ is a negative reinforcer and the process is called negative reinforcement
crying

The removal of crying is a _____ reinforcer
negative

The removal of crying is a negative reinforcer and the process is called _____
negative reinforcement

_____ is important as a way of increasing (desired behaviour) or decreasing or stopping (undesired behaviour).
Reinforcement

_____ means the behaviour is rewarded each time it occurs.
Continuous schedule

_____ is only useful to establish behaviour in a conditioned operant conditioning process, after which it may produce negative outcome.
Continuous schedule

_____ is given at specified interval.
Reward

Reward is given at_____.
specified interval

A parent who sucks her young one, at every four hours is using an_____.
interval schedule

The interval could be _____ or variable.
fixed

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The interval could be fixed or_____.
variable

All gambling situation involves variables _____ of reinforcement.
ratio schedule

_____ produces more rapid acquisition of a response but with scalloping - a situation in which response is higher just before reinforcement.
Continuous reinforcement

Five important principles of both operant and classical conditioning are:

- stimulus generalization
- stimulus discrimination
- extinction
- spontaneous recovery
- higher-order conditioning

Though the conditioning may be originally with specific conditioned stimulus (such as low-pitched sound), dogs will equally salivate, that is extend response to other sound pitches, high, medium etc. This is called_____.
stimulus generalization

_____ in general brings about only relatively permanent change in behaviour.
Learning

_____ learnt through classical conditioning can become weakened or suppressed through extinction.
Behaviours

Behaviours learnt through _____ can become weakened or suppressed through extinction.
classical conditioning

Behaviours learnt through classical conditioning can become weakened or suppressed through_____.
extinction

_____ occurs when the UCS is repeatedly withheld whenever the CS is presented.
extinction

_____ means reappearance of a previously extinguished conditioned response.
Spontaneous recovery

_____ means that previously learnt experiences, that is, association between UCS and NS, are not completely erased.
Spontaneous recovery

_____explains what occurs when a neutral stimulus (NS) becomes a conditioned stimulus (CS) through repeated pairings with previously conditioned stimulus.
Higher-order conditioning

The human _____ is highly functional and biologically adapted for everyday life by receiving and automatically filtering a barrage of information and selecting, retaining and recovering essential information for our survival.
memory

_____ theory uses the computer metaphor to explain the basic functions of the human memory system by conceiving human learning as composing of two fundamentally important mechanisms
Information processing theories

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Information storage involves _____ main stages
three

Information storage involves three main stages which are;_____, storage and retrieval of information.
sensory inputs

Information storage involves three main stages which are; sensory inputs, _____and retrieval of information.
storage

Information storage involves three main stages which are; sensory inputs, storage and_____.
retrieval of information

_____ is viewed as a system involving the input of information, processing (storage, association with old materials in the brain and comprehension/interpretation), and retrieval for several uses like creativity, problem solving and other functional adaptation of the human species.
Learning

The _____ only holds information momentarily before the item of focus and attention is transmitted
sensory memory

_____ is active and has been described as working memory because it can receive, hold and process spatial, visual and auditory information and has capacity to for 5-9 items meaningfully received, analysed and made ready for storage in the long term memory (LTM).

STM stands for_____
short term memory

LTM stands for_____
long term memory

The capacity of the _____ is infinite and items in this store are deemed to be permanently stored, all things been equal.
LTM

_____ focused on how information transmutes from the point of reception by sensory organs to usage by encoding
Information processing

_____ is translating information into understandable neural codes like languages
Encoding

_____ is retaining neutrally coded information over time
Storage

_____ recovering information from memory storage
Retrieval

There are_____ basic types or systems of memory
two

There are at least two basic types or systems of memory;_____
declarative (explicit) and nondeclarative (implicit or procedural)

Declarative memory are of two types;_____ and_____
semantic memory and episodic memory

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The _____ hosting factual and general information; rules, events, objective facts, and specific information
semantic memory

_____ are mental diary of events and episodes of life that were personally experienced, like high school graduation, wedding ceremonies and the birth of first born.
episodic memory

Nondeclarative memory also called memories without awareness refers to unintentional learning and is classified into:
i. Procedural learning (motor skills) or unconscious knowledge that has become habitual likes tying your shoes, brushing your teeth and driving a car.
ii. Classically conditioned responses such as fears or taste aversions.
iii. Priming

_____ is a situation where first exposure to a stimulus (or prime) facilitates or inhibits the processing of new information.
Priming

A _____ psychologist, Hermann Ebbinghaus (1885-1964) pioneered memory research way back 1885.
German

A German psychologist, _____ pioneered memory research way back 1885.
Hermann Ebbinghaus

A German psychologist, Hermann Ebbinghaus (1885-1964) pioneered memory research way back_____.
1885

Training need determination is addressed to _____ key issues
three

_____ focuses on identifying where training is needed within the organisation.
Organisational analysis

_____ begins with the assessment of the organization's short and long term objectives, goals, resources and environment of the organisation.
Organisational analysis

_____ focuses on the analysis of human resources needs, organizational strengths and weakness, organization efficiency index, the rate of absenteeism, labour turnover, grievances, accident, e.t.c
Organisational analysis

While organisational analysis is a macro perspective, _____ is a micro perspective involving a review of job description in which the task, duties, responsibilities and condition under which the job is done is highlighted.
task analysis

_____ focuses on the job holder.
Person analysis

_____ is aimed at identifying the „training gaps" or skill deficiencies in the job incumbent.
Person analysis

_____ identifies the specific skills, knowledge and behaviour needed to perform the tasks required by present and future jobs.
task analysis

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_____ reveals the technical nature of the job, the minimum acceptable standards of performance.
task analysis

_____ reflects currency or obsolescence of skills and a need to match skills of employees with evolving technologies and new structures and process of work.
Person analysis

The objective of_____ is to determine the training needs of specific populations of workers.
Demographic analysis

_____ attempts to identify the content of training i.e. what an employee must do in order to perform competently.
Operational Analysis

_____ is an attempt at evolving criteria for training that reflects daily and recurrent issues in different areas of operation.
Operational analysis

_____ approach involves introduction of the worker to new set of information and work related skills that are immediately transferable to the work situation.
On-the-job methods

_____ is often done right on the job and though it may cause some disruption of normal flow of work and take a bit of chunk time from the trainer who is likely to be the boss or supervisor, the advantage is in the instantaneous transfer of learning.
On-the-job methods

_____ makes up for the disruption of flow of work hinted at using on-the-job methods. It is done in preselected venues away from the actual work.
Off the job training

_____ hope to find a bridge between the disadvantages of off and on-the job methods.
Simulation methods

_____ provide realistic, though contrived, training situations and is useful mainly in training and development programme for managers.
Simulation methods

Training methods can be classified under the following headings:

- On-the-job methods
- Off-the-job methods
- Simulation methods

_____ serves certain basic objectives, which are to improve the knowledge, skill (know-how), attitude of workers and bring about change in relevant job behaviours.
Training

_____ reflects changes in performance level, relevant behaviour and work attitude depending on focus of training.
Outcome

_____ are process and outcome justified in terms of cost to the organisation vis-à-vis adequacy or otherwise of budgetary provision, current and future benefits to individual trainees and the organisation
Cost-effect benefit

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_____ is an example of distal criteria measure that is commonly used in organisations to determine workers input within the context of job criteria like productivity, efficiency, quality of work, and so forth.
Performance on the job

_____ brings about relatively permanent change in behaviour as a result of acquisition of new set of knowledge, skills and attitudes.
Learning

Learning brings about relatively permanent change in behaviour as a result of acquisition of new set of**_____**, skills and attitudes.
knowledge

Learning brings about relatively permanent change in behaviour as a result of acquisition of new set of knowledge, _____and attitudes.
skills

Learning brings about relatively permanent change in behaviour as a result of acquisition of new set of knowledge, skills and_____.
attitudes

_____is only successful when benefits out weights the costs.
Training

Training is only successful when _____
benefits out weights the costs

According to_____, an organisation is like a tune; it is not constituted by individual sounds but by their syntheses.
Peter Drucker

According to Peter Drucker, _____is like a tune; it is not constituted by individual sounds but by their syntheses.
an organisation

According to Peter Drucker, an organisation is like a_____; it is not constituted by individual sounds but by their syntheses.
tune

Performance appraisal or _____ is the systematic evaluation of individual employee with respect to job performance.
performance evaluation

_____ is targeted at evaluation of performance, personality, and potential of group members.
Performance appraisal

_____ helps employees to internalize the values and norms of jobs and is useful in counselling on issues, misconceptions and challenges on the job.
Performance appraisal

_____is a useful tool of managerial control of the process of work by setting clear criteria for reward and sanction.
Performance appraisal

Performance appraisal can be either _____ or subjective
objective

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Performance appraisal can be either objective or _____
subjective

_____ give appraise opportunity to agree or reject evaluation while in the close system such opportunity is non- existent.
An open system

In most system _____ or more parties are involved.
two

Appraisal is conducted by the _____ who work closely with appraisal and who is assumed to have adequate understanding of the job in question.
boss

_____ in their own word assess employees with respect to some performance yardsticks.
Raters

_____ uses one particular yardstick to compare a group of workers and rank them from highest to lowest performance.
Assessor

_____ method asks raters to assess job incumbents in terms of selected objectives describing job behaviours. The objectives are rated along dimensions like outstanding, good, satisfactory and unsatisfactory.
Forced-choice

_____ observes and record relevant incident on the job.
Assessor

The _____ is made useful in the appraisal period if it is faithfully kept and tap into relevant and salient job related behaviour and activities.
record

A **_____** of all salient behaviour is presented to the rater who is to tick those activities he/she had observed in the course of the appraisal period.
checklist

_____ or behaviours are rated by attaching certain numerical values.
Traits

Traits or _____ are rated by attaching certain numerical values.
behaviours

Traits or behaviours are rated by attaching certain_____.
numerical values

BAR stands for_____
Behavioural Anchored Ratings

MBO stands for_____
Management By Objective

_____ involves rating employee positive or negative on the basis on one quality.
Halo effect

_____ can lead to unfavourable rating where different raters assess different workers or departments.
Leniency or strictness

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_____ error occurs as a result of pitting rating around the average
Central tendency

_____ is a means by which performance of objectives can be assessed using key performance indicators that reflect work objectives and by choice of appropriate method from the range of available options.
Performance appraisal
Appraisal is better done by core _____ who understand the job and understand how to avoid common appraisal pitfalls.
stakeholders

According to Pattanayak (2012) _____ is inevitable for every organisation to be healthy and productive while organisational development as a generic term embraces a wide range of intervention strategies into both structural and social processes of an organisation.
change

_____ is a strategic long-term effort, led and supported by top management to specifically improve on organisation's visioning, empowerment, learning and problem-solving processes through an ongoing collaborative management or organisational culture.
Organisational development

_____ denote interdependencies and interconnectedness and interrelatedness among elements in the set that constitutes an identifiable whole or gestalt.
Systems

A _____ operates within the context of an environment.
system

Every **_____** has a distinct boundary.
system

Every system has a distinct_____.
boundary

Every system has a distinct boundary.
True

_____ 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.
Organisational change

The need for reorganisation arising as a result of _____ or_____ may be a major impetus for change.
growth or decline
_____ is giving birth to in the course of organisational change.
Organisational development

_____ is a constant dimension of organisational life and can be disruptive of the normal ways of doing things.
Change

NNPC stands for_____
Nigerian national Petroleum Corporation

_____, according to Eze (2004) is central and essential part of life
Work

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_____ involves the use of hands, equipments, machines, technology to transform raw materials to products that meets human needs.
Work

_____ offers more than economic means
Work

_____ involves the deliberate use of physical, emotional and mental energy to produce utilities.
Work

_____ produces jobs which are organised or deliberately designed group of activities composing of units of tasks, duties, responsibilities within the context of peculiar conditions and rules which significant amount of influence on performance and gives coherence to attainment of set goals and objectives.
Work

_____ provides avenue for using all of human talents, physical, intellectual, emotional and so forth.
Work

Without_____, man will be idle and most of the endowments like cognitive skills for creativity, problem solving and the likes will go unused.
work

_____ is the core of life aspiration for many.
Work

People's identity as well as self-esteem is concretised in the course of implementing _____ goals.
career

_____ and man's spiritual essence is associated with career success or otherwise.
Self-actualization

Self-actualization and man's spiritual essence is associated with _____ or otherwise.
career success

Self-actualization and man's _____ essence is associated with career success or otherwise.
spiritual

_____ is a disposition to respond favourably or unfavourably toward some person, thing, event, place, goods and services or situation (often called attitude object).
Attitude

Attitude is a disposition to respond favourably or unfavourably toward some person, thing, event, place, goods and services or situation often called_____
attitude object

_____ refers to action tendencies and intentions to behave in a certain way towards someone or something.
Behavioural Component

_____ is indicative of a positive or negative evaluation of organisation along with the physical and social context of work.
Overall orientation

Governments often use the _____ to send messages that is meant to cultivate positive attitudes towards its views and programmes.
media

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_____ is a fact of everyday life
Persuasion

_____ is the vehicle through which attitude change is transmitted.
Persuasive communication

_____ involves a communicator who delivers a message through a channel (in writing, verbally, visually) to an audience, within a surrounding context (a cultural, civic, social, religious, setting).
Persuasion

_____ spend thousands of naira to pair models, beauty queens, boxing or football stars with their products.
Advertisers

When the target market views the source of the message as_____, it is easier to influence their behaviour.
credible

_____ is important in establishing credibility and honesty.
Eye contact

Eye contact is important in establishing _____ and honesty.
credibility

Eye contact is important in establishing credibility and_____.
honesty

_____ are interested in employees' attitude because attitude is a key determinant of behaviour
Managers

Managers are interested in employees'_____ because attitude is a key determinant of behaviour
attitude

Managers are interested in employees' attitude because_____
attitude is a key determinant of behaviour

_____ should equally have mechanisms, and perhaps as legitimate performance assessment tool, for determining or gauging the range of attitudes that are either antithetical to productivity (qualifying for change) and those positively promoting productivity (qualifying for reinforcement).
Workplace

_____ and machines make up the systems that operate in large and small organisations.
People

People and _____ make up the systems that operate in large and small organisations.
machines

ICT stands for_____
Information and Communication Technology

ATM stands for_____
Advanced Manufacturing Technology

CAE stands for_____
Computer-Aid Engineering
The overall goal of equipment and machine designs is to_____
facilitate as well as complements human efforts at work

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_____ is built around the structure, technological inputs, the processes and the people.
Organisation

_____ essentially depicts the structure of interactions, communications as well as mode of operation and the processes put in place to achieve the purpose for which business is set up.
Organisational structures

_____ is about the patterns of relationship among positions and in the organisation and members of the organisation.
Structure

_____ is clearly important in the sense that it makes possible the application of the process of management and creates a framework for orderly interaction and command through which the activities of the organisation can be planned, organised, directed, and coordinated for easy managerial decisions and controls.
Structure

There are _____ generic models of organisation designs
two

There are two generic models of organisation designs;_____ and_____
mechanistic and organic

_____ are built on Weberian bureaucratic prescriptions of rigidity and tightly controlled structure.
Mechanistic designs

_____ are a direct contrast to mechanistic designs.
Organic designs

_____ type of organisation is highly adaptive and flexible and built of high consideration for human strengths and weaknesses.
Organic designs

The _____ is empowered through training and developmental programmes to make decisions, solve problems and be creative.
employee

The employee is empowered through _____ and developmental programmes to make decisions, solve problems and be creative.
training

The employee is empowered through training and _____ to make decisions, solve problems and be creative.
developmental programmes

_____ is about what kind of work architecture/design to be put in place.
Organisational structure

_____ is endemic in organisational life because of the complications of diversity, culture, ideology, individual and group differences and the diversity of interests and goals of members of the organisation.
Conflict

_____ is derived in work places from the fact that goals differ among the entities that constitute stakeholders in organisations.
Conflict

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The _____ according to Jayeoba et al (2013) is made up of at least nine entities such as workers, workers" union, management, owners, association of business owners, customers, government, retirees and the society at large.
workplace

_____ is actually negotiation between parties leading to agreement.
Collective bargaining

_____ involves elaborate ceremony in which parties announce truce, sign documents and make oral commitment to implementation.
Agreement

_____ are not born but made and require basic skills and attributes to succeed.
Negotiators

A _____ according to Rokeach (1973) 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.
value

_____ erupts when opposition is based on interpersonal differences.
Value conflict

Value conflict erupts when _____
opposition is based on interpersonal differences

According to Rokeach, there are _____ types of value conflicts.
three

_____ involves internal priorities that bring about role conflict.
Intrapersonal value conflict

_____ type of conflict runs parallel to intrapersonal value conflict.
Interpersonal value conflict

_____ results in combinations of instrumental and terminal values that may inevitably spark disagreement in interpersonal relationship with others.
Interpersonal value conflict

Resolving conflicts revolves around the use of _____ and_____ mechanisms.
internal and external

_____ according to Obisi (1996) occurs when management routinely device ways and means of regulating overt conflict.
Internal mechanism

_____ means give-and-take or sharing.
Compromise

_____ is an example of external dispute resolution technique aimed at lessening tension and generating trust between disputants.
Alternative Dispute Resolution

ADR stands for_____
Alternative Dispute Resolution

_____ is a form of detriangle in which the third party, usually a manager, informally bring disputants to deal directly with each other in a positive and constructive manner.

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Facilitation

_____is used when conflicting parties refuse to meet face to face.
Conciliation

_____, a Greek Philosopher once said that "the unexamined life is not worth living"
Aristotle

_____ provides knowledge about own behaviour, and encourages the use of insight from inner experiences to anticipate how rivals might behave in the future - in war or social engagements - thus giving advantage in the activities.
Self-awareness

_____ means to examines, form an opinion or make judgment about after careful consideration.
Assessment

Another word for assessment is _____.
evaluation

_____ is careful examination of self, with respect to certain salient expectations (of success or failure) or values, or beliefs especially those held by one with respect to either common opinions of significant others.
Self-assessment

_____ is characterized with schooling/training, fantasy about certain „noble" careers or successful models and several activities not excluding self and others assessment, job search and the confusion of the first few days at work.
Pre entry stage

In _____ no deliberate effort is made to process skills through the organizations growth machineries.
short term plans

_____ occur more in large organisation with individual structure, whereas short term plans is more common in small and rapidly growing organisations.
Long term plans

_____ is periodically assessed, rewarded and training is given to meet future needs.
Performance

_____ becomes realistic and with a chance to make valid prediction if based on objective facts about human abilities, interests, competencies and experiences.
Self-assessment

_____ refers to assortment of non-cognitive skills, capacities and competencies has been shown to influence a person's ability to succeed in coping with environmental demands and pressures.
Emotional Intelligence

The big five" factor is presented using the acronym OCEAN for _____
open conscientiousness, extraversion, agreeableness and neurotism

_____ works for other people on the basis of a contract of employment which stipulates relevant conditions of work such as hours of work, resumption time, pay, allowances and benefits, risk associated with job and mode of determination of contract.
An employee

The **_____** participates in the labour market as employer by labour.
entrepreneur

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_____ occurs mostly in the informal sector.
Apprenticeship

QWL stands for_____
Quality of Work Life

Flexibility in order to respond to future demands and developments, and to adapt to changing environmental influences and_____
Organisational structure

Organisational structure is greatly determined by organastion except_____
Finance

Organisational structure according to Mullins (2007) can help achieve the following objectives, except_____
The economic and efficient performance of the organisation

The technology that tend to compromise individual privacy is_____
ICT

The consequences of the use of technology include_____
High cost of maintaining new technology

Technology greatly influence behaviour of people in work setting by_____
Affecting work relationships

The internal sources of conflict could be as result of except_____
Intergroup competition

The following constitutes the attributes of a Negotiator_____
Being a gentle man

The components of cognitive as a basis of career choice includes_____
Physical ability

External sources of conflict in organisations could emanate from_____
Organisational change

_____ Psychology as a scientific discipline seeks to study the impact of organisations on man and vice versa.
Organisational

In the past, _____ is deemed as the study of the mind and mental life.
Psychology

Industrial/organisational psychology, also called_____, is a systematised and specialised body of knowledge about human behaviour in industries and organisations.
workplace psychology

Understanding human behaviour, from a_____ point of view, is the overall goal of Psychology.
Scientific

_____ means adducing reason(s) to why people think, feel, or act the way they do.
Explanation

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

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Predicting

_____ are "doctors" who diagnose psychological disorders and treat them using psychotherapy.
Clinical Psychologist

_____ psychologist applies psychological principles and theories in understanding human **behaviour in social setting.**
Social

_____ 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.
Developmental

_____ are Involved in criminology and legal issues relating to investigation and prosecution of criminals.
Forensic Psychologist

The importance of man as individuals and group at work is the focus of_____ Psychology.
Industrial

The _____ function is one of the main activities of Personnel Psychologists
Staffing

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

_____ involve putting the right worker on the right job
Placement

_____ 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
Job analysis

Sources of recruitment are broadly divided into_____
2

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

There are _____types of inhibitions
Two

The classical conditioning approach was promoted by the work of_____
Ivan Pavlov

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".
law of effect

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

_____ is an internal record or representation of some prior event or experience.

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Memory

Declarative memory are of_____ types
Two

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

_____ is the systematic evaluation of individual employee with respect to job performance
Performance appraisal

_____ is the job incumbent whose performance is to be evaluated
Appraise

According to Pattanayak (2012) _____ is inevitable for every organisation to be healthy and productive
Change

_____ as a generic term embraces a wide range of intervention strategies into both structural and social processes of an organization.
Organisational development

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.
Unfreezing

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.
Moving stage

_____ denote interdependencies and interconnectedness and interrelatedness among elements in the set that constitutes an identifiable whole.
Systems

_____ provide explanatory framework for the relationship between variables.
Theories or models

_____ are built on Weberian bureaucratic prescriptions of rigidity and tightly controlled structure.
Mechanistic designs

_____ is the highest authority in dispute settlement machinery.
National industrial court

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

_____ 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.
Organisational change

_____ 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.
Value conflict

_____ mean interpersonal opposition that is driven by personal dislike or disagreement between parties.

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Personality conflict

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

_____ is the ability to sense how others are feeling
Empathy

_____ is an ability to be aware of what you are feeling
Self-awareness

The _____ is primarily engaged in research using experimental method.
Experimental psychologist

_____ tries to understand complex human behaviour by studying the onset of a behaviour pattern and the orderly way in which they change over time.
Developmental psychologists

_____ involves putting the right worker on the right job
Placement

In selection _____ is the opinions of former employer(s) and or people of eminent status.
Reference check

_____ according to Naylor and Blum (2001) is a process that develops and improves skills related to performance.
Training

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

Industrial Psychology as an academic discipline started with the pioneering works of Musterberg in_____
1913

Industrial/organisational psychology is also called_____ psychology
Workplace

The overall goal of_____ is the understanding of human behaviour, from a scientific point of view.
Psychology

_____ psychologists work with people of milder emotional problems.
Counselling

An engineering psychologist is also called_____
Ergonomist

The _____ function is one of the main activities of Personnel Psychologists .
staffing

Organisations need people periodically for the following listed reasons except one_____
For payment of low wages

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

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_____ means determining among the so-recruited, the best possible hand for the position advertised.
Selection

_____ is suitably used where number of applicant is manageable.
Preliminary interview

_____ is often done to clarify issues arising in the application blank.
Second interview

_____ is done to examine the physiological state and fitness of candidates.
Medical examination

Naylor and Blum (2001) sees_____ as a process that develops and improves skills related to performance.
Training

The classical conditioning approach was promoted by the work of_____ (1849-1936)
Ivan Pavlov

In_____ schedule, desired behaviour is reinforced after specified number of responses.
Ratio

_____ means reappearance of a previously extinguished conditioned response.
Spontaneous recovery

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_____
Social-cognitive Theory

_____ is an internal record or representation of some prior event or experience.
Memory

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.
Macro and micro

_____ focuses on the job holder. Its aim is to identify the "training gaps" or skill deficiencies in the job incumbent.
Person analysis

_____ is a process and outcome justified in terms of cost to the organisation viz-à-viz adequacy or otherwise of budgetary provision, current and future benefits to individual trainees and the organisation
Cost-effect benefit

An organisation is like a tune; it is not constituted by individual sounds but by their syntheses. This is according to_____
Peter Drucker

One of these reasons is NOT for performance appraisal_____
Improve Grape-vine

The job incumbent whose performance is been evaluated is called_____
Appraise

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

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Forced-choice

An appraisal method where Traits or behaviours are rated by attaching certain numerical values is called_____
Graphic Rating

In _____ Performance is principally measured against results as derived from well-defined work objectives.
Management By Objective

One of these is NOT an appraisal pitfall_____
Imminent effect

Organisational_____ is a radical transformation in the functioning of the organisational processes.
change

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

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

One of these is NOT a components of attitude_____
Affirmative

Engineering Psychology or Human Factor Engineering is another name for the sub-field of psychology called_____
Ergonomics

One of these is not a Negotiation type according to Eze (2004)_____
Adhoc

One of these is NOT an external method of resolving conflicts
Reconciliation

A_____ is ones particular area of work within a series of jobs.
Career

_____ is a dynamic construct implying gradual growth, or increase or advancement.
Development

_____ 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.
Avoiding strategy

The acronym ADR in Dispute Resolution means_____
Alternative Dispute Resolution

_____ 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.
Job designs

Organisations now have formal ADR policies using various combination of techniques such as all EXCEPT one_____
Ombudswoman

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According to Kurt Lwine's Model, one of these is NOT a model for proper management of an effective change process.
Stagnant stage

_____ is NOT a type of change
Model

_____ is the ability to handle the emotions of others.
Social skill

The_____ applies psychological principles and theories in understanding human behaviour in social setting.
social psychologist

One is NOT an Internal labour market source
Walk-ins

_____ is used to determine the training needs of specific populations of workers.
Demographic analysis

_____ attempts to identify the content of training that is what an employee must do in order to perform competently.
Operational Analysis

The Covariation model assumes that once we have the knowledge of how the actor behaves in different situations, and how others also behave in those situations or similar situations, then we can attribute the causes of present behaviours on the following information except_____
Consensus

CIT is interpreted as_____
Correspondent Inference Theory

The theory that suggests that when we focus on how people behave (actors), we make attributions as observers is known as_____
Kelley's Covariation model

The process of _____ is the key to explaining the causes of events or behaviours.
attribution

The choice of what to disclose and what not to disclose is influenced by many factors; examples of such exclude.
fear

_____ refers to how much we are willing to reveal ourselves to others.
Self disclosure

The high and low self-monitors _____ each other.
complement

_____refers to the level at which people rely on social situation to guide their behaviours, rather than relying on their own internal states.
Self-monitoring

_____ means act in ways that match the behaviour of our target personality.
Behaviour matching

Self fulfilling prophecy means _____

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behaving in a way that encourages an expected outcome.

The implicit personality theories focus on the beliefs about what traits or characteristics tend to go together. These theories are based on the following assumptions except.
When people possess certain traits, they are not likely to possess others too.

Positive or negative traits can also affect the meaning of the_____
central trait

If strangers are seen as ____ this trait can generate additional traits like generous, happy, good natured, sociable, and popular, among others.
WARM

_____ are lasting personal qualities or attributes which influence behaviour, across situations.
Traits

_____ have also used theories to attempt to explain why impressions are formed.
Social Psychologists

Sometimes, opinion can be formed by observing the behaviour of an _____
individual

_____ is a process that explains how we form or develop opinions about other people; how other people look like, and how they behave.
Impression formation

_____ involves sequence of activities of which recruitment, selection and placement are major outposts.
Staffing

Successful recruitment and selection culminates in_____
placement

Selection has_____ stages
Six

_____ is the last stage involved before placement
Offer

_____ is a rigorous exercise involving a number of steps
Selection

_____ is done through advertisement in various media (print and electronic)
recruitment

The importance of man as individuals and group at work is the focus of_____
Industrial-Organisational Psychologist

Personnel Psychologists entails_____
human resource management

_____ relies heavily on objective and accurate measurement of attributes.
Prediction

The major goals of any scientific discipline and this may be achieved through formulation of theories is_____
Explanation

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Attributes or concepts term are_____ in number
Three

Much of the work of psychologists involve____ of behaviour
Measurement

The first known book about managing human behaviour in industrial organisations was published by_____
Musterberg

Social Psychological studies_____
work place

Industrial/organisational psychology is also called_____
workplace psychology

_____may be general selective
Grant

Organisational Psychologists shifted concerns to influence of____ processes at work
group

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