UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
General Certificate of Education Advanced Level

PSYCHOLOGY **9698/32**

Paper 3 The Specialist Choices **May/June 2011**

3 hours

Additional Materials: Answer Booklet/Paper

5111590510

READ THESE INSTRUCTIONS FIRST

If you have been given an Answer Booklet, follow the instructions on the front cover of the Booklet.
Write your Centre number, candidate number and name on all the work you hand in.
Write in dark blue or black pen.
Do not use staples, paper clips, highlighters, glue or correction fluid.

There is a choice of five specialist options in this question paper. Choose **two** options and answer questions from those two options only.
In each option there are **two** Sections:
Section A
Answer **one** question for each of your chosen options.
Section B
Answer **one** question for each of your chosen options.

At the end of the examination, fasten all your work securely together.
The number of marks is given in brackets [ ] at the end of each question or part question.

This document consists of **11** printed pages and **1** blank page.

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PSYCHOLOGY AND EDUCATION

Answer **one** question from Section A and **one** question from Section B.

SECTION A

Answer **one** question from this section.

1 **(a)** Explain, in your own words, what is meant by the term 'cultural diversity' in education. [2]

(b) Describe **one** cultural difference in educational performance. [3]

(c) Give **two** explanations for cultural difference in educational performance. [6]

2 **(a)** Explain, in your own words, what is meant by the term 'attribution theory' in education. [2]

(b) Describe **one** type of motivation and **one** theory of motivation in education. [6]

(c) Describe **one** example of attribution theory in education. [3]

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SECTION B

Answer **one** question from this section.

3

The SENCO

I assess learning difficulties and disabilities
I co-ordinate reports from teachers, parents and others
I often provide learning support
I am a **S**pecial **E**ducational **N**eeds **CO**-ordinator

(a) Describe what psychologists have discovered about special educational needs. [8]

(b) Evaluate what psychologists have discovered about special educational needs. [10]

(c) Giving reasons for your answer, suggest how a specific learning difficulty can be assessed. [6]

4

Teacher-centred	**Student-centred**
Pupils write and listen passively	Pupils actively problem-solve and experiment
The teacher lectures and provides information	The teacher is an enabler and facilitator

(a) Describe what psychologists have found out about teaching and learning styles. [8]

(b) Evaluate what psychologists have found out about teaching and learning styles. [10]

(c) Giving reasons for your answer, suggest how the learning styles of students in a psychology class could be measured. [6]

PSYCHOLOGY AND ENVIRONMENT

Answer **one** question from Section A and **one** question from Section B.

SECTION A

Answer **one** question from this section.

5 **(a)** Explain, in your own words, what is meant by 'sources of noise'. [2]

(b) Describe **one** study showing the negative effects of noise on performance and describe how such negative effects could be reduced. [6]

(c) Describe **one** study showing the negative effects of noise on social behaviour. [3]

6 **(a)** Explain, in your own words, what is meant by 'density' and 'crowding'. [2]

(b) Describe **one** study showing the effects of crowding on social behaviour and describe **one** study showing the effects of crowding on performance. [6]

(c) Describe **one** way in which a person can reduce the effects of crowding. [3]

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SECTION B

Answer **one** question from this section.

7

We-ness

For a long time it was believed that in emergency situations an escaping crowd would panic. Recent evidence has shown that most crowds do not panic. Instead they look to each other for help and support. They believe that 'we' are all in it together. They develop 'we-ness'.

(a) Describe what psychologists have found out about crowd behaviour. [8]

(b) Evaluate what psychologists have found out about crowd behaviour. [10]

(c) Giving reasons for your answer, suggest what may be done to prevent panic in a crowd during an emergency situation. [6]

8

How can we help?

In 2010 a major earthquake killed many thousands of people. There is not very much psychologists can do to help with such natural disasters. We can be more helpful, however, when trying to prevent a technological catastrophe.

(a) Describe what psychologists have discovered about natural disaster and/or technological catastrophe. [8]

(b) Evaluate what psychologists have discovered about natural disaster and/or technological catastrophe. [10]

(c) Using your psychological knowledge, suggest ways in which psychologists could help people **after** a disaster and/or catastrophe has happened. [6]

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PSYCHOLOGY AND HEALTH

Answer **one** question from Section A and **one** question from Section B.

SECTION A

Answer **one** question from this section.

9 **(a)** Explain, in your own words, what is meant by the term 'measuring non-adherence'. [2]

(b) Outline **two** ways in which non-adherence to medical advice can be measured. [6]

(c) Describe **one** reason why people may not adhere to medical advice. [3]

10 **(a)** Explain, in your own words, what is meant by 'health promotion in worksites'. [2]

(b) Describe **two** methods for promoting health in people with a specific problem. [6]

(c) Describe **one** worksite health promotion study. [3]

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SECTION B

Answer **one** question from this section.

11

What does your pain feel like?

According to one pain measurement questionnaire you have to decide what your pain feels like. Is it flickering, quivering, pulsing, throbbing, beating or pounding? I don't know, it just hurts!

(a) Describe what psychologists have discovered about pain. [8]

(b) Evaluate what psychologists have discovered about pain. [10]

(c) Giving reasons for your answer, suggest how acute pain can be measured in a person who cannot speak. [6]

12

Not in centimetres

You are a government official responsible for improving the lifestyles and health behaviour of people in your country. However, you need some way to show there has been improvement. You need some way to measure lifestyles and health behaviour.

(a) Describe what psychologists have learned about lifestyles and health behaviour. [8]

(b) Evaluate what psychologists have learned about lifestyles and health behaviour. [10]

(c) Giving reasons for your answer, suggest how lifestyles can be assessed or measured. [6]

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PSYCHOLOGY AND ABNORMALITY

Answer **one** question from Section A and **one** question from Section B.

SECTION A

Answer **one** question from this section.

13 **(a)** Explain, in your own words, what is meant by 'types of abnormal affect'. [2]

(b) Describe **two** types of abnormal affect. [6]

(c) Outline **one** way in which a type of abnormal affect may be treated. [3]

14 **(a)** Explain, in your own words, what is meant by 'types of somatoform disorder'. [2]

(b) Describe the characteristics of hypochondriasis and the characteristics of body dysmorphic disorder. [6]

(c) Describe **one** non-medical treatment for somatoform disorders. [3]

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SECTION B

Answer **one** question from this section.

15

PTSD

I just can't get it out of my head.
I avoid anything which might trigger the memories.
I can't sleep and I have outbursts of anger.

(a) Describe what psychologists have found out about abnormal affect due to trauma. [8]

(b) Evaluate what psychologists have found out about abnormal affect due to trauma. [10]

(c) Giving reasons for your answer, suggest ways in which the effects of trauma such as post traumatic stress can be reduced. [6]

16

Where shall I go today?

Sit down and make yourself comfortable. Breathe slowly and deeply.
Now imagine a beautiful place which is calm, relaxing and makes you feel good.
Go to this place mentally and all your worries will disappear.

(a) Describe what psychologists have discovered about anxiety disorders. [8]

(b) Evaluate what psychologists have discovered about anxiety disorders. [10]

(c) Using your psychological knowledge, suggest how obsessive-compulsive disorder may be treated. [6]

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PSYCHOLOGY AND ORGANISATIONS

Answer **one** question from Section A and **one** question from Section B.

SECTION A

Answer **one** question from this section.

17 **(a)** Explain, in your own words, what is meant by the term 'selection interviews'. [2]

(b) Describe **one** type and **one** pitfall of selection interviewing. [6]

(c) Describe **one** way in which personnel selection decisions are made. [3]

18 **(a)** Explain, in your own words, what is meant by the term 'human resource practices'. [2]

(b) Describe **two** reasons why performance is appraised. [6]

(c) Outline **one** weakness of a performance appraisal technique. [3]

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SECTION B

Answer **one** question from this section.

19

Managers 1 – 1 Employees

Motivate employees by setting goals:

- assign specific goals
- make the goals challenging but achievable
- give feedback, rewarding if the goal is achieved

(a) Describe what psychologists have discovered about motivation to work. [8]

(b) Evaluate what psychologists have discovered about motivation to work. [10]

(c) Using your psychological knowledge, suggest how the management of any company could increase performance through team building. [6]

20

The graveyard shift

The graveyard shift is from 10pm until 6am. Major accidents in organisations have happened at this time:

- Three Mile Island (1979): radioactive water released at 4am
- Chernobyl (1986): explosion and radioactivity released into the air at 1.24am

I would much rather work the morning shift!

(a) Describe what psychologists have discovered about organisational work conditions. [8]

(b) Evaluate what psychologists have discovered about organisational work conditions. [10]

(c) Giving reasons for your answer, suggest how the temporal conditions of work environments can be improved. [6]

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