



# Joseph Banks Secondary College

**Research Methods,  
Communication  
Worth 6% of the school mark  
Question/Answer Booklet**

## PSYCHOLOGY GENERAL

### Units 1

Student name : \_\_\_\_\_

#### Time allowed for this paper

**Reading time before commencing work:      three minutes**

**Working time for the paper:                      fifty five minutes**

#### Materials required/recommended for this paper

***To be provided by the supervisor:***

This Question/Answer Booklet

Formulae and Data Booklet

***To be provided by the candidate:***

Standard items:            pens (blue/black preferred), pencils (including coloured), sharpener,  
correction tape/fluid, eraser, ruler, highlighters.

Special items:            non-programmable calculators approved for use in the WACE examinations

#### Important note to candidates

No other items may be taken into the examination room. It is **your** responsibility to ensure that you do not have any unauthorised notes or other items of a non-personal nature in the examination room. If you have any unauthorised material with you, hand it to the supervisor **before** reading any further.

**Structure of this paper**

Section	Number of questions available	Suggested working time (minutes)	Your Mark	Marks available	Percentage of test
Section One: Research Methods	3	20		22	25
Section Two: Short Answer	3	41		28	75
<b>Total</b>				<b>50</b>	100

**Instructions to candidates**

1. The rules for the conduct of Western Australian external examinations are detailed in the *Year 11 Information Handbook 2016*. Sitting this examination implies that you agree to abide by these rules.
2. Write your answers in this Question/Answer Booklet.
3. When calculating numerical answers, show your working or reasoning clearly. Your working should be in sufficient detail to allow your answers to be checked readily and for marks to be awarded for reasoning.

In calculations, give final answers to one significant figures and include appropriate units where applicable.

4. You must be careful to confine your responses to the specific questions asked and to follow any instructions that are specific to a particular question.
5. Supplementary pages for the use of planning/continuing your answer to a question may have been provided at the end of this Question/Answer booklet. If you use these pages to continue an answer, indicate at the original answer where the answer is continued, i.e. give the page number.

## Section One – Research Methods

### Question One

(6 marks)

(a) Distinguish between scientific and non-scientific research in the table below. (6 marks)

	Scientific	Non-scientific
Collection of evidence		
Reliability		
Example of scientific area of study		

### Question Two

(10 marks)

Researchers wanted to determine the effect of drinking caffeine on students' heart rates. The researchers collected 100 Year 12 student volunteers. Fifty students were randomly assigned to Group One and fifty were assigned to Group Two.

The following sequence of tasks was undertaken by each of the participants.

- Sit calmly in a quiet room for five minutes
- Drink one cup of hot coffee (for Group One, no caffeine; for Group Two, caffeine).
- Have researcher measure heart rate.
- Return and repeat the procedure on two more consecutive days.

At the conclusion of the study, the following statistics were calculated.

Group One – no caffeine. Mean heart rate = 70 beats per minute.

Group Two – caffeine. Mean heart rate = 85 beats per minute.

a) Identify the independent variable. (1 mark)

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b) Identify the dependent variable. (1 mark)

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- c) Create an operationalized hypothesis for this study. (4 marks)

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- d) Identify one source of error in the design of the experiment and suggest a way of reducing this error. (2 marks)

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- e) Identify one controllable variable (1 mark)

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- f) Identify one uncontrollable variable (1 mark)

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**Question Four****(6 marks)**

A psychologist collected data on the self-esteem of ten young people who were currently involved in volunteer work in their community, using a Likert-scale. The Likert scale produced scores from each person ranging from 10 to 50. Higher scores indicated higher levels of self-esteem.

The self-esteem of 10 young people were:

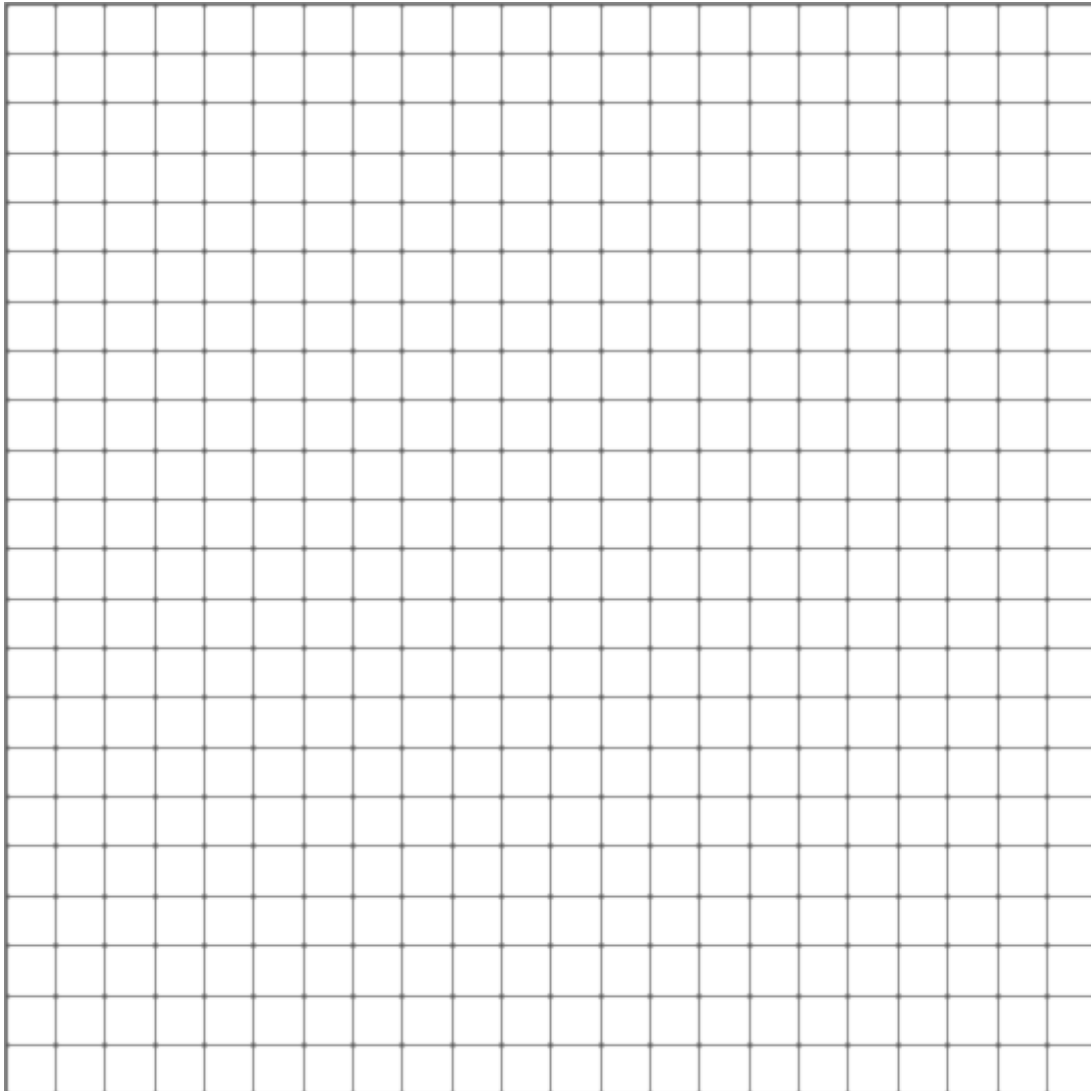
30, 32, 38, 40, 45, 43, 46, 38, 45, 46

a) Complete the frequency table below:

(1 mark)

Self-esteem score	Number of people
11-15	
16-20	
21-25	
26-30	
31-35	
36-40	
41-45	
46-50	
<b>Total</b>	

- b) The psychologist is writing a report on the results of the research and needs to include a histogram of the frequency of self-esteem scores. Graph the results from the frequency table below: (5 marks)



## Section Two- Short Answer Questions

### Question Two – Communication

(18 marks)

- a) Compare the aggressive and assertive communication styles.

(2 marks)

Similarity:

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Difference:

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- b) Identify and explain the three steps in assertive communication.

(6 marks)

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- c) Mary and Mikki are roommates. Mary has a very busy work and social life, often leaving the cleaning to Mikki. Mikki, is bothered by this, however, prefers to avoid conflict and keep the peace. When Mary saw Mikki cleaning one day, she said 'Oh thanks for cleaning! I'm sorry I have to go'. Mikki shrugged and said 'I guess I have more time than you' while on the inside feeling quite annoyed.

- ii. Identify Miki's current communication style. (1 mark)

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- ii. How could Miki respond to Mary in an assertive way. (6 marks)

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- d) Define the term effective communication (1 mark)

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- e) List two behaviours of active listening (2 marks)

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**Question Four – Non-verbal Communication**

**(10 marks)**

a) List **three** elements of body language. (3 marks)

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- \_\_\_\_\_
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b) Outline the study and conclusions that Matsumoto and Ekman (1989) found in their research on facial expressions (5 marks)

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c) As the manager of a small business Karl was asked to conduct a performance review on a staff member that had the reputation of being lazy. During Karl's interview he noticed the employee folded his arms and stared out the window. Using your knowledge of body language what two things might Karl assume from this interview?

(2 marks)

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