

Because of the pervasiveness of industries and organisations, industrial/organisational psychology as a scientific discipline seeks to study the impact of _____ on the man and vice versa

Organisation

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

Puzzles

_____ as a scientific field of study is aimed at interrogating believes and assumption making meaning out of human thinking, dreams puzzles and projectile by means of empirically verifiable method and logical proofs

Psychology

The term psychology is a combination of two words _____ and _____

Psyche and logos

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

Psychoanalysis

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

Modern psychology

Industrial/organisational psychology is for the overall benefit of man entrepreneur and _____ in general

Society

Industrial/ organisational psychology is also known as _____

Work place psychology

Industrial/organisational psychology is a systematised and a specialised body of knowledge about human behaviour in _____ and _____

Industries and organisations

Understanding human behaviour, from a scientific point of view is the overall goal of _____

Psychology

Clinical psychology are doctors who diagnose psychological disorders and treat them using _____

Psychotherapy

The psychologist who is primarily engaged in research using experimental methods is known as _____

Experimental psychologist

The psychologist who applies psychological principles, procedures, theories and insight to tackle industrial/ organisational problems is referred to as _____

Organisational/industrial psychologist

The psychologist who through insight gain confession to crime without resort to torture and abuse of human right is known as _____

Forensic psychologist

The approach used in controlling labour surplus is known as _____

Recruitment

Sources of recruitment is broadly divided into two _____ and _____

Internal and external (labour market)

_____ is a key and most used tool for individual growth and organisation development

Learning

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

Learning

The two basic way in which learning occurs are _____ and _____

Formally and informally

There are two types of inhibitions to learning _____ and _____

Retroactive and proactive

The act of temporary or total loss of material previously learnt is regarded as what _____

Forgetting

What is the full meaning of the abbreviation IQ?

Intelligent Quotient

Information processing theory uses the computer metamorphosis to explain the basic functions of human memory system by conceiving human learning as composing of two fundamental important mechanisms known as _____ and _____

Information storage and information processing

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

Human memory

The two basic types/system of memory are _____ and _____

The declarative and none declarative memory

The process of determining the raining needs of specific populations of workers is known as _____

Demographic analysis

The attempt of organisation in evolving criteria for training that reflect daily and recurrent issues in different areas of operations is known as

Operation analysis

The effort of an organisation to identify the gaps between a person's current competencies and the skills necessary to acquire is known as

Person analysis

_____ analysis 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

Organisational Analysis

The focus on identifying where training is needed within an organisation is referred to as

Organisational analysis

Since organisations are run by people, the performance of organisations therefore is dependent on the sum total performance of _____

Individual members

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

Performance appraisal

Performance is carried out in two basic ways _____

Formal and informal

According to Pattanayak (2012) change is inevitable for every organization to be healthy and to be

Productive

Organizational development programmes are packaged to drive organizational

Change

Organization change is a radical transformation in the functioning of the organisational _____

Processes

Specifically in the 1970s Nigeria witnessed radical organisation change in form of _____decree

Indigenization

The relationship between organisational changes and organisation development is _____

Efficiency

Organisational climate is viewed as people's perception and attitude about the organisation that are easy to _____

Change

Organisational culture is deep seated assumptions, values and beliefs that are enduring conscious and difficult to _____

Change

The two leadership styles emphasised by Burk-Litwins Model of organisational change are _____ and _____

Transactional and transformational leadership style

Organisational change can be traced to factors _____ to the organisation.

Internal

Resistance to changes or the thought of the implication of the changes appears common because it brings with it what may be described as _____

Psychological shock

In 2014 the recurrent terrorist attacks by boko haram in north eastern Nigeria, Kidnaping and general insecurity led to rousing resistance against the government of that time, successfully brought about _____

Change

Resistance of change is basically in two dimensions that is _____

Individual and organisational resistance

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

Work

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

Work

Engineering psychology or human factor engineering is another name for the sub-field of psychology called

Ergonomics

The overall goal of the equipment and machine design is to facilitate as well as complement _____efforts at work

Human

Because of the conflicting nature of needs and interest, conflict has been viewed by Dunlop (1965) as

Inevitable

The bargaining process whereby both parties choose to adjust their demands in order to reach certain or minimal objectives on either side is known as _____

Compromise

As indicated in the module for this course, you were made to know that negotiators are not borne as such they require Basic _____

Skills

The two basic types of Collective Bargaining are _____ and _____

Integrative and Distributive

The type of bargaining approach in which the interested parties confront the issues and cooperate to identify the problem, generate and weigh alternatives solutions is known as _____

Integrative bargaining

The type of bargaining approach that is mainly concerned with how to share the industrial pie is known as _____

Collective bargaining

The bargaining approach that is based on use of force or exercise power to dominate one party in the negotiation is referred to as _____

Conjunctive bargaining

The bargaining process that is usually between union and management whereby both parties in their demands focuses the survival of the organisation is known as _____

Concession bargaining

The basic sources of organisational conflict are _____ and _____ environment.

Internal and external

The highest organ in Nigerian saddled with responsibilities of settling industrial disputes is known as _____

National Industrial Court

The trending dispute resolution mechanism that encourage disputants (parties) to settle out-of-court is known as _____

Alternative Dispute Resolution

The sum total of values, both materials and non-materials attained by worker throughout his life is known as _____

Quality of work life

Work offers more than activities, tasks, responsibilities and duties, therefore, work serves the following except:

All of the above

Workers wellbeing are also indexed in the following issues except:

Job lose

In agrarian society like Nigerian, hard work by individuals is always seen as the key to _____

Success

In this industrial age as against agrarian society, individuals now gain success through efforts within the structure of _____

Organisation

In this industrialisation era, success in work life within the organisation will depend on individuals to discover and develop their personal abilities known as _____

Career

_____ is known as one's particular area of work within a series of jobs

Career

In Nigeria most often, successful development of one's carrier does not translate to quality work life due to _____

Tribalism

The traditional concern of Human resources managers in this industrial era is how to match individual abilities of the employees to specific _____

Job

The proper knowledge of psychology is strategic for any public administrator because psychology essentially address issues in _____

Human behaviour

The bargaining process whereby both parties disagree on everything is referred to as _____

No deal

Another bargaining process whereby neither of the parties in the negotiation could not achieve any set goal or objective is referred to as _____

Lose-lose

The bargaining process whereby one party in the bargaining dominate and get their demand while the other do not is known as _____

Win-lose

The bargaining process where both parties reaches a common ground on settling each other's demand is referred to as _____

Win-win

Which one among the following is not a type of negotiation

Disengagement

_____ means concurrence of option between two disputing parties

Agreement

_____ is a give and take, life long process between conflicting interdependent parties.

Negotiation

According to the analysis Jayeoba (2013) conflict is generated in the organisation because of its perception as need-fulfilling agent baking industrial _____ that many seek to partake in one form or the other

Pie

One of the major duties of the managers is to

Harness diversity of workers and increase productivity

Conflicts are bound in organisation life basically due to_____

Diversity of interests

_____as a scientific field of study is aimed at interrogating believes and assumption making meaning out of human thinking, dreams puzzles and projectile by means of empirically verifiable method and logical proofs

Psychology

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

Psychoanalysis

Industrial and organisational psychology is for the overall benefit of man entrepreneur and _____ in general

Society

Industrial and organisational psychology is also known as _____

Work place psychology

Industrial/ organisational psychology is a systematised and a specialised body of knowledge about human behaviour in _____ and _____

Industries and organisations

Understanding human behaviour, from a scientific point of view is the overall goal of _____

Psychology

The psychologist who is primarily engaged in research using experimental methods is known as _____

Experimental psychologist

The approach used in controlling labour surplus is known as ____

Recruitment

_____ is a key and most used tool for individual growth and organisation development

Learning

The act of temporary or total loss of material previously learnt is regarded as what_____

Forgetting

What is the full meaning of the abbreviation IQ?

Intelligent Quotient

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

Human memory

The process of determining the raining needs of specific populations of workers is known as _____

Demographic analysis

The attempt of organisation in evolving criteria for training that reflect daily and recurrent issues in different areas of operations is known as

Operation analysis

The effort of an organisation to identify the gaps between a person's current competencies and the skills necessary to acquire is known as

Person analysis

_____ analysis 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

Organisational Analysis

Since organisations are run by people, the performance of organisations therefore is dependent on the sum total performance of _____

Individual members

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

Performance appraisal

According to Pattanayak (2012) change is inevitable for every organization to be healthy and to be

Productive

The relationship between organisational changes and organisation development is _____

Efficiency