

Tutorial Letter 101/3/2018

Psychological Adjustment in the Work Context

IOP2604

Semesters 1 and 2

Industrial and Organisational Psychology

Please activate your myUnisa and myLife email addresses and make sure that you have regular access to the myUnisa module site IOP2604-2018-S1/S2, as well as your group site.

BARCODE

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1 INTRODUCTION

Dear Student

Welcome to IOP2604

We hope that you will find this module interesting and enriching. The contents of this module present a challenging journey in an ever-changing world of work and also offer interesting areas for jobs, practice and research in industrial and organisational psychology.

Owing to the nature of this module, you have to go online to see your study material and read about the module. Go to the website here: <https://my.unisa.ac.za> and login with your student number and password. You will see IOP2604-18-S1 (semester 1) or IOP2604-18-S2 (semester 2) in the row of modules in the orange blocks across the top of the webpage. Remember to check in the **More** tab as well if you cannot find the module you require in the orange blocks. Then click on the module you want to open.

You will receive this tutorial letter and a printed copy of the study guide for your module. Some of the material will not be posted and you must download these. Both the content of the study guide as well as all articles and book chapters on the e-reserves are compulsory for completing assignments and examination.

2 PURPOSE AND OUTCOMES

2.1 Purpose

Students who successfully complete this module will develop a solid knowledge base and sound understanding of the theory of psychological adjustment and maladjustment and its practical implications in the work context. This module is delivered through myUnisa and the internet as well as peer group interaction. Your lecturers will interact with students on myUnisa and via email.

2.2 Outcomes

There are several outcomes for this module that you should accomplish by the end of the course:

- **Specific outcome 1:** Conceptualise psychological well-being in the work context.
- **Specific outcome 2:** Explain the causal factors or etiology of occupational maladjustment.
- **Specific outcome 3:** Discuss different classification systems, psychological disorders and work dysfunctions.
- **Specific outcome 4:** Discuss strategies and methods of occupational health promotion.

3 LECTURER(S) AND CONTACT DETAILS

3.1 Lecturer(s)

The primary lecturer for this module is Mrs J. Venter.

Department: Industrial and Organisational Psychology

Telephone: 012 429 2337

Email: ventejm@unisa.ac.za

The secondary lecturer for this module is Ms E. Ramasodi.

Department: Industrial and Organisational Psychology

Telephone: 012 429 8355

Email: eramass1@unisa.ac.za

3.2 Lecturer availability

The lecturers for this module will be available to take phone calls on academic matters and/or to attend to students who may prefer to visit personally for academic engagement. However, the days and times of lecturer's availability will be communicated in the module page on myUnisa. The days and times are subject to change from time to time in order to accommodate the lecturer's work schedule and other commitments. The changes on the days and times will be communicated by the lecturer in advance through the announcement option on myUnisa as and when this happen. Students are advised to check the module page on myUnisa before making phone calls or visiting the lecturer's office for academic enquiries/engagements.

3.3 Department

The Department of Industrial and Organisational Psychology can be contacted as follows:

Telephone number: 012 429 8054 / 8033

E-mail: DeptIOP@unisa.ac.za

3.4 University

To contact the University, you should follow the instructions in the brochure **Study @ Unisa**. Remember to have your student number available whenever you contact the University.

You should also always include your student number whenever you contact the lecturer. This will help the lecturers to help you.

4 RESOURCES

4.1 Prescribed books

There are no prescribed books for this course

4.2 Recommended books

There are no recommended books for this course

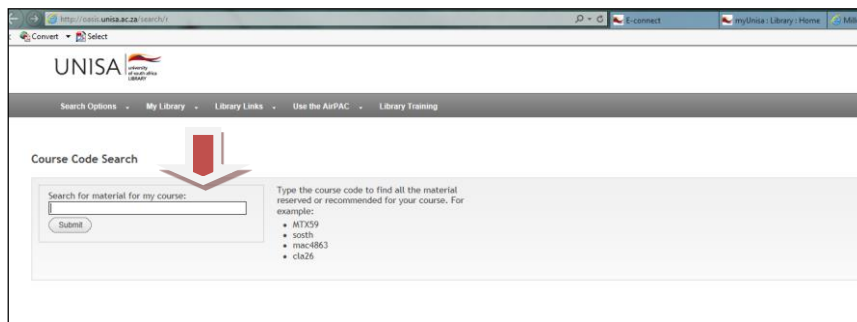
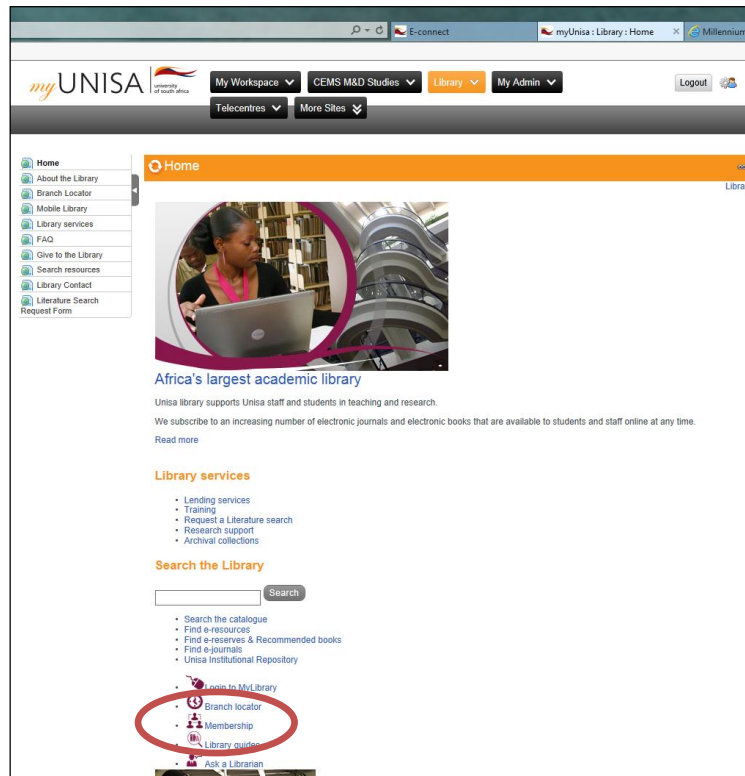
4.3 Electronic reserves (e-reserves)

The following list of articles and book chapters are prescribed study material. This list of material is compulsory for assignments and examination. **They will not be posted.** You must download these from the e-reserves. You need to work systematically through your study guide as the study guide shows you where each of the e-reserves fit into the module:

- Guenole, N. (2014). Maladaptive personality at work: exploring the darkness. *Industrial and Organisational Psychology*, 7:85–97.
- Nwoye, A. (2015). What is African psychology the psychology of? *Theory and Psychology*, 25(1):96–116.
- Rothman, I & Cooper, L. (2015). *Work and organizational psychology*. New York: Routledge, chapter 13:221–244.
- Venter, J. (2016). *The neuroscience of well-being*. Psychological adjustment in the work context course notes. Pretoria: Unisa.
- Venter, J. (2016). *Career development and well-being*. Psychological adjustment in the work context course notes. Pretoria: Unisa.
- Venter, J. (2017). *Psychological disorders and work*. Psychological adjustment in the work context course notes. Pretoria: Unisa.
- Venter, J. (2017). *The purpose and the structure of the DSM 5*. Psychological adjustment in the work context course notes. Pretoria: Unisa.
- Wissing, M, Potgieter, J, Guse, T, Khumalo, T & Nel, L. (2014). *Towards flourishing: contextualising positive psychology*. Pretoria: Van Schaik, chapter 6:141–171.

How to access the e-reserves:

You can access the e-reserves for IOP2604 by logging onto myUnisa. Click on the library tab on your module site. The website will take you to the library home page as depicted in the screengrab below. Click on [Find e-reserves & recommended books](#) as indicated. The website will take you to a page where you would add the IOP2604 module code. Click on submit. The list of E-reserves for the module will display.



4.4 Library services and resources information

For brief information, go to www.unisa.ac.za/brochures/studies

For detailed information, go to <http://www.unisa.ac.za/library>. For research support and services of personal librarians, click on "Research support".

The library has compiled a number of library guides:

- finding recommended reading in the print collection and e-reserves – <http://libguides.unisa.ac.za/request/undergrad>
- requesting material – <http://libguides.unisa.ac.za/request/request>
- postgraduate information services – <http://libguides.unisa.ac.za/request/postgrad>
- finding, obtaining and using library resources and tools to assist in doing research – http://libguides.unisa.ac.za/Research_Skills
- how to contact the library/finding us on social media/frequently asked questions – <http://libguides.unisa.ac.za/ask>

5 STUDENT SUPPORT SERVICES

The following student support services are available:

- **Administrative queries**

All administrative enquiries in the Department of Industrial and Organisational Psychology should be directed to the departmental helpdesk:

E-mail address: DeptIOP@unisa.ac.za

Tel: +27 (0)12 429 8033 or +27 (0)12 429 8054

- **Academic queries?**

All queries about the **content** of this module (IOP2604) should be directed to your lecturers. Please see the contact details of lecturers under section 3.1.

- **What support can I expect from my lecturers?**

Your lecturers will use the home page to post regular messages to guide you through the semester. Furthermore, you will receive regular announcements to draw your attention to important learning events and assessment tasks. We have also prepared supporting learning resources and various discussion forums and topics, which you will be able to access through myUnisa. You can thus expect regular communication from us (your lecturers). Remember, help is just a click away.

- **What resources will I be able to access via myUnisa?**

We realise that as a distance education student, you cannot always visit the **library** when you are searching for information. Therefore, we have included online resources on our module site, which you can access at any time.

On this site, you will find the following material:

- electronic copies of the study guide and tutorial letters (under **Official Study Material**)
- a direct link to the Unisa library (from the menu bar on the left of your module site)
- summaries of discussion forums (in the relevant forums)

- **General student matters**

If you need to contact the University about matters unrelated to the content of this module, please consult the publication *my Studies @ Unisa* that you received with your study material. This booklet contains information on how to contact the University (e.g. to whom you can write for different queries, important telephone and fax numbers, addresses, and details of the times that certain facilities are open).

Always provide your **name**, **student number** and **module code** when you contact the University.

- **Are there any study groups for this module?**

There are no official study groups for this module. However, we strongly recommend that you form your own study groups with fellow students living in your area.

To form study groups, you can share your contact details with your fellow students in the Student Lounge forum in Topic 2: Fellow student contact detail. Contact students who live near to you and invite them to form a study group.

- **I am disabled, what support is there for me?**

Please contact the Advocacy and Resource Centre for Students with disabilities ([ARCSWiD](#))

E-mail address: zmgolomb@unisa.ac.za

Tel: +27 (0)12 429 3829 or fax +27 (0)12 429 6729

6 STUDY PLAN

Students often feel overwhelmed at the start of a blended module. This section will tell you where to start and how to approach this module.

6.1 Step 1: Where is my study material?

Your study material is contained in two sources. The first is your study guide. This document will be printed and posted to you, but is also available in PDF format on myUnisa, under the tab called, **“Official study material”**.

The rest of your study material is contained in the e-reserves. These documents will not be posted to you. You must download them. The complete list of documents that you must download as well as the instructions on how to download them, is under section 4.3.

6.2 Step 2: I have downloaded the e-reserves and I have the study guide. Now what?

You start with the study guide. The study guide is like google maps. In the same way that google maps tells you what road to take next, the study guide tells you exactly what to read, what activity to complete and in which order.

Please follow the guidance of the study guide. It was designed in a brain-friendly way. It allows you to study each of the sections in small bite size chunks, process it properly by doing the activities (discussion forums, self-assessments, reflective activities), so that you really understand each piece of work before moving on to the next piece of work.

6.3 Step 3: Why is it worth my while to do self-assessments and participate in discussion forums?

The discussion forums help you to think through the material you have read. It allows you to gain practical insight into the theory. The self-assessment questions are online assessments. This means that you have to do them on myUnisa. The answers to each self-assessment will display on the screen after you have completed it. You can redo them as many times as you want or need

to. The self-assessment questions allow you to measure your competence in this module as you work through each section of the work.

Most importantly, **assignment 2 is a timed online assessment**. The self-assessments help you to prepare for assignment 2. It also helps you to get used to the system.

While we recognised that students' circumstances and study preferences differ, we do offer a timeline that serves as a guideline on structuring your activities for this module.

For further information and tips on how to study online, please visit your Studies @ Unisa brochure.

Please see section 7.2 for a table of all your formative, summative and self-assessments.

Week	Activities <i>Week 1 refers to the first week in February for semester 1 and the first week in July for semester 2</i>
Week 1 and 2	▪ Read the welcome page on myUnisa. ▪ Introduce yourself to your fellow students on the Student Lounge discussion forum. ▪ Read Tutorial Letter 101. ▪ Go to learning unit 1 in the study guide. ▪ Read the material for learning unit 1. ▪ Participate in the discussion forum for learning unit 1. ▪ Complete the self-assessment activities for learning unit 1. ▪ Connect with your e-tutor.
Week 3	▪ Go to learning unit 2 in the study guide. ▪ Read the material for learning unit 2. ▪ Participate in the discussion forum for learning unit 2. ▪ Complete the self-assessment activities for learning unit 2. ▪ Connect with your e-tutor.
Week 4	▪ Go to learning unit 3 in the study guide. ▪ Read the material for learning unit 3. ▪ Participate in the discussion forum for learning unit 3. ▪ Complete the self-assessment activities for learning unit 3. ▪ Connect with your e-tutor.
Week 5	▪ Go to learning unit 4 in the study guide. ▪ Read the material for learning unit 4. ▪ Participate in the discussion forum for learning unit 4. ▪ Complete the self-assessment activities for learning unit 4. ▪ Connect with your e-tutor.
Week 6	▪ Go to learning unit 5 in the study guide. ▪ Read the material for learning unit 5. ▪ Participate in the discussion forum for learning unit 5. ▪ Complete the self-assessment activities for learning unit 5. ▪ Connect with your e-tutor.

Week	Activities <i>Week 1 refers to the first week in February for semester 1 and the first week in July for semester 2</i>
Week 7	Complete and submit written Assignment 01. Semester 1: Due date – 14 March 2018 Semester 2: Due date – 31 August 2018
Week 8-10	- Work through all the self-assessments (see section 7.2.2 in preparation for assignment 02). - Review learning unit 1-5 - Connect with your e-tutor.
Week 11	Complete timed online assessment 2: Semester 1: Assessment open: 9-11 April 2018 Semester 2: Assessment open: 17-19 September 2018 Number of attempts allowed: 2 (the system will use the highest mark).
Week 12-15	Revision for examination

7 ASSESSMENT

7.1 Assessment criteria

	Specific outcome	Assessment criteria
1	Conceptualise psychological well-being in the work context.	- Psychological adjustment/maladjustment and occupational adjustment/maladjustment are defined and explained. - The meaning and value of employment for working and for psychological health is critically assessed by also comparing working to a state of unemployment. - The assumptions of various psychological explanatory models with regard to psychological health are explained and compared, including African models.
2	Explain the causal factors or etiology of occupational maladjustment.	- The complexity of causation in psychological maladjustment is explained. - A classification of various types of causal factors is identified and explained. - Identifying various types of causal factors by examples and applying case studies is demonstrated. - Stress as an explanatory approach and causal factor in psychological adjustment and health is explained.

	Specific outcome	Assessment criteria
3	Discuss different classification systems, psychological disorders and work dysfunctions.	• A classification of psychological disorders and work dysfunctions are provided. • The main diagnostic characteristics of the different types of psychological disorders are described. • The different types of psychological disorders and work dysfunctions are recognised and described by analysing case studies. • The influence of the symptoms on the impairment of employees, performance, career development and organizational functioning are discussed. • The relationship between employee work dysfunctions and psychological disorders is explained.
4	Discuss strategies and methods of occupational health promotion.	• Aspects related to the planning and implementation of employee and organisational health initiatives are explained. • Types of health promotion programmes and service delivery systems are differentiated and explained. • The various levels of intervention in health promotion activities are identified and described. • The importance, use and abuse of ethical issues in occupational health promotion is critically evaluated and illustrated. • An understanding of the implications of change in the modern workplace by also giving examples is demonstrated.

7.2 Assessment plan

In this module, you will have self-assessments that do not count any marks, formative assessments that counts towards 20% of your final mark and a summative assessment in the form of a written exam that will count 80% towards your final mark.

7.2.1 Formative and Summative assessments

FIRST SEMESTER			SECOND SEMESTER		
Assignment	Due Date	Unique number	Assignment	Due date	Unique number
01: Written	2018/03/14	711416	01: Written	2018/08/31	841263
02: Timed online assessment	2018/04/09-2018/04/11	644944	02: Timed online assessment	2018/09/17-2018/09/19	792936
Exam	See exam schedule	Written exam			

7.2.2 Self-assessments

Learning unit	Assessment	Type if assessment	Time	Number of attempts allowed	myUnisa Tool
Learning unit 1	01 Well-being at work	Timed online assessment	10 minutes	Unlimited	Self-assessments
	02 The disease model	Timed online assessment	10 minutes	Unlimited	Self-assessments
	03 Mental health continuum model	Timed online assessment	18 minutes	Unlimited	Self-assessments
	04 Broaden and built of positive emotions	Timed online assessment	30 minutes	Unlimited	Self-assessments
	05 The PERMA model	Timed online assessment	30 minutes	Unlimited	Self-assessments
	06 The meaning models	Timed online assessment	10 minutes	Unlimited	Self-assessments
	07 The hierarchical model of well-being	Timed online assessment	16 minutes	Unlimited	Self-assessments
	08 African psychology model	Mind map	40 minutes	Unlimited	Additional resources
	09 Neuroscience model of well-being	Timed online assessment	20 minutes	Unlimited	Self-assessments
Learning unit 2	10 Forces of organisational well-being	Timed online assessment	15 minutes	Unlimited	Self-assessments
	11 Moderators of organisational well-being	Timed online assessment	15 minutes	Unlimited	Self-assessments
	12 Outside forces of well-being	Timed online assessment	10 minutes	Unlimited	Self-assessments

Learning unit	Assessment	Type if assessment	Time	Number of attempts allowed	myUnisa Tool
Learning unit 3	13 Criteria for adjustment and work dysfunction	Timed online assessment	60 minutes	Unlimited	Self-assessments
	14 DSM 5	Timed online assessment	15 minutes	Unlimited	Self-assessments
	15 Maladaptive personality traits	Timed online assessment	30 minutes	Unlimited	Self-assessments
	16 Maladaptive personality trait model	Mind map	30 minutes	Unlimited	Additional Resources
	17 Integrated classification system: work dysfunction	Timed online assessment	30 minutes	Unlimited	Self-assessments
Learning unit 4	18 Bipolar disorder	Timed online assessment	15 minutes	Unlimited	Self-assessments
	19 Depressive disorders	Timed online assessment	15 minutes	Unlimited	Self-assessments
	20 Anxiety disorders	Timed online assessment	15 minutes	Unlimited	Self-assessments
	21 Obsessive compulsive disorders	Timed online assessment	15 minutes	Unlimited	Self-assessments
	22 Trauma related and stressor disorders	Timed online assessment	15 minutes	Unlimited	Self-assessments
	23 Substance related disorders	Timed online assessment	15 minutes	Unlimited	Self-assessments
	19 Depressive disorders	Timed online assessment	15 minutes	Unlimited	Self-assessments
Learning unit 5	25 EAPs and HPPs	Timed online assessment	60 minutes	Unlimited	Self-assessments

7.3 Submission of assignments

Please follow the instructions for submission of assignments carefully. A failure to follow the correct procedures when submitting assignments may lead to the loss of valuable marks.

7.3.1 Submission of assignment 01: Written assignment

Assignment 01 may be submitted in one of the following ways:

- Submitted via myUnisa (online).
- Placed in a Unisa assignment box.
- Posted to Unisa (not recommended).
- Submitted via courier (there is no charge if the assignment is submitted in an official Unisa envelope at the service point of the university's official couriers).

We prefer that you submit your assignment via myUnisa online. Assignments submitted via myUnisa must be in **PDF format**. You will receive a status message and a reference number confirming that your assignment has been successfully submitted. Please make a screen print of this and save it in a safe place.

NB! Your assignment 01 must contain your student number, the assignment unique number as well as a signed plagiarism declaration form (see section 7.4).

For detailed information on the assignments, see the *Studies @ Unisa* brochure. To submit assignment 01 via myUnisa do the following:

- Go to myUnisa.
- Log in with your student number and password.
- Select the module.
- Click on assignments in the menu on the left-hand side of the screen.
- Click on the assignment number you wish to submit.
- Follow the instructions.

7.3.2 Submission of assignment 02: Timed online assignment

You can only complete assignment 02 for this module electronically via *myUnisa* by making use of the "Self-assessment" tool. **I advise you NOT to wait until the last date provided before you complete your assignments on myUnisa**, as the system might be very busy or down for routine maintenance. You will have two attempts at completing the assignment. The system will use the highest mark of the two attempts. There are 25 self-assessments that you can use to practice for assignment 02 (see section 7.2.2).

To complete an assignment via the myUnisa self-assessment tool :

- Go to myUnisa
- Log in with your student number and password.
- Select the module.
- Click on "self-assessments" in the left-hand menu.
- Click on the assignment number you want to complete.
- Follow the instructions on the screen.

PLEASE NOTE:

You cannot submit or post a paper copy of your assignment.

7.4 The assignments

This section contains your compulsory assignments for IOP2604. Assignment 01 and 02 counts towards 20% of your year mark. You need to submit these assignments in order to get exam admission.

7.4.1 Semester 1: Assignment 01 and 02

COMPULSORY ASSIGNMENT FOR SEMESTER 1: ASSIGNMENT 01

Type:	Written assignment
Closing date:	14 March 2018
Total:	50
Unique number:	738750
Study material:	Learning units: 1 to 5

NB! You must include a signed copy of the plagiarism declaration in your assignment. You can download this document from Additional Resources on myUnisa. Submit your assignment and plagiarism declaration as ONE document.

Plagiarism:

Please ensure that you familiarise yourself with **Unisa's plagiarism policy** as well as the **plagiarism documentation under Additional Resources**. You must use the **APA** referencing style to acknowledge the sources you use, both as citations in text, as well as providing a complete reference list of ALL sources used in your assignments. You will be penalised if you commit plagiarism.

To access guidelines on the APA referencing style, go to Unisa's library site:

- Click on **Library Guides** on the left (you may have to scroll down);
- Click on **Industrial and Organisational psychology**;
- Click on the **Referencing** tab;
- Under "Citation style guides" on the right of the page, click on **APA Style**.

Please answer all assignment questions.

Question 1 (Read learning unit 1 and 2).

Reflect on the meaning of work by answering the following questions:

- a) Explain how retrenchment might influence the four basic needs according to the consistency-theoretical model of Grawe (2008). (8)
- b) Discuss how outside forces could influence the meaning of work. (8)
- c) Explain how African spirituality, the African concept of nature/world and the African concept of the human being would influence the meaning of work. (6)
- d) David is 26. He was retrenched 12 months ago and is struggling to find work. He was recently diagnosed with major depressive disorder (MDD). His mother and brother both suffer from MDD. David's childhood was difficult. He lost his father when he was five and the family struggled financially after the passing away of his father.

Identify the necessary cause, sufficient cause and contributory cause to David's mental illness. (3)

[25]

Question 2 (Read learning unit 3 and 4).

Define vocational choice uncertainty and explain how it may affect general work function or dysfunction. Refer to the general criteria for work (dys)function in your answer. **[15]**

Question 3 (Read learning unit 5).

Discuss the differences between employee assistance programmes and health promotion programmes. **[10]**

TOTAL: [50]

COMPULSORY ASSIGNMENT FOR SEMESTER 1: ASSIGNMENT 02

Type:	Timed online assignment
Closing date:	9 - 11 April 2018
Total:	50 marks
Time:	100 minutes
Unique number:	708427
Study material:	Learning units: 1 to 5

*This assignment can only be completed electronically via myUnisa's self-assessment tool.
Please see section 7.3.2 for instructions.*

7.4.2 Semester 2: Assignment 01 and 02

COMPULSORY ASSIGNMENT FOR SEMESTER 2: ASSIGNMENT 01

Type: Written assignment
Closing date: 31 August 2018
Total: 50
Unique number: 803800
Study material: Learning units: 1 to 5

NB! You must include a signed copy of the plagiarism declaration in your assignment. You can download this document from Additional Resources on myUnisa. Submit your assignment and plagiarism declaration as ONE document.

Plagiarism:

Please ensure that you familiarise yourself with **Unisa's plagiarism policy** as well as the **plagiarism documentation under Additional Resources**. You must use the **APA** referencing style to acknowledge the sources you use, both as citations in text, as well as providing a complete reference list of ALL sources used in your assignments. You will be penalised if you commit plagiarism.

To access guidelines on the APA referencing style, go to Unisa's library site:

- Click on **Library Guides** on the left (you may have to scroll down);
- Click on **Industrial and Organisational psychology**;
- Click on the **Referencing** tab;
- Under "Citation style guides" on the right of the page, click on **APA Style**.

Please answer all assignment questions.

Question 1 (Read learning unit 1 and 2).

Compare the different psychological models with regard to well-being:

- a) Provide a table to show the similarities between the psychological models below. (6)

Models	Broaden-and-built model	African psychology model	Neuroscience model of well-being
Broaden-and-built model			
African psychology model			
Neuroscience model of well-being			

- b) Provide a table to show the differences between the psychological models below. (6)

Models	Broaden-and-built model	African psychology model	Neuroscience model of well-being
Broaden-and-built model			
African psychology model			
Neuroscience model of well-being			

- c) Which psychological model of well-being do you prefer? Motivate your answer. (2)
- d) Explain how each of the job resources could be increased using the African psychology model. (5)
- e) Explain how each of the job demands could be decreased using the African psychology model. (6)

[25]

Question 2 (Read learning unit 3 and 4).

- a) Explain how substance related disorders might affect an individual's physical functioning, cognitive functioning, emotional functioning, social or interpersonal functioning, moral functioning, occupational functioning and personality and behaviour integration. (7)
- b) Discuss how the organisation can assist in the prevention of burnout. (8)

[15]

Question 3 (Read learning unit 5).

Critically discuss the ethical considerations with regard to health promotion services. [10]

TOTAL: [50]

COMPULSORY ASSIGNMENT FOR SEMESTER 2: ASSIGNMENT 02

Type: Timed online assignment
Closing date: 17-19 September 2018
Total: 50 marks
Time: 100 minutes
Unique number: 676527
Study material: Learning units: 1 to 5

*This assignment can only be completed electronically via myUnisa's self-assessment tool.
Please see section 7.3.2 for instructions*

7.5 The examination

The examination paper is worth a total of 80 marks. The questions in the examination will be similar to the questions in the assignments, and the questions posed on the discussion forums, but will obviously not be exactly the same. To prepare properly for the examination you should study all the assignments as well as the self-assessment questions.

This module is offered in a semester period. This means that if you are registered for the first semester, you will write the examination in May/June 2018 and the supplementary examination will be in October/November 2018. If you are registered for the second semester, you will write the examination in October/November 2018 and the supplementary examination will be in May/June 2019.

During the semester, the Examination Section will provide you with information on the examination in general and the venues, dates and times.

Total marks: 80

Pass mark: 50%

Time: 2 hours

The exam paper will contain two sections:

- **Section A:** 25-mark questions (four questions will be asked of which you must answer any two). Section A will count 50 marks. These questions will be in the same format as the questions in assignment 1.
- **Section B:** Multiple choice questions, mind maps and matching columns. You will need to answer all questions in this section. Section B counts 30 marks. These questions will be in the same format as the questions in assignment 2 and the other self-assessments.

You may use exam papers from 2017 to practice answering essay questions. Please do not use earlier exam papers as the module content was redesigned for 2017 onwards. Assignment 1 has also provided you with an opportunity to practice answering essay questions. You will not be required to cite or reference sources in the exam. You may also use the self-assessment questions to assist you in preparation for the exam.

- **Examination admission**

Please note: To enable you to benefit fully from our tuition and assessment, the management of Unisa decided to introduce at least **two compulsory assignments** in all modules for 2018. The compulsory assignments will be different for semesters 1 and 2, and you must do the assignment set for the semester in which you are registered.

You must submit **two compulsory assignments**. Your marks for each of these **two compulsory assignments** will however contribute 50% towards a year mark out of 20%, which will be added to your examination mark.

8 FREQUENTLY ASKED QUESTIONS

The study @ Unisa brochure contains an A-Z guide of the most relevant study information. You can also find Frequently Asked Questions (FAQs) specific to IOP2604 on myUnisa. To access the FAQs, go to your module site and click on the FAQ tab on the left hand side.

CATEGORY	QUESTIONS AND ANSWERS
Tutorial letters	Question 1: What information do the tutorial letters contain? Answer: The tutorial letters contain important information about the scheme of work, resources and assignments for this module. We urge you to read them carefully and to keep them at hand when working through the study material, preparing the assignments, preparing for the examination and addressing questions to your lecturers. More specifically, in Tutorial Letter IOP2604/101/2018, you will find the assignments and assessment criteria as well as instructions on the preparation and submission of the assignments. This tutorial letter also provides all the information you need with regard to the study material, other resources and how to obtain them. Tutorial Letter IOP2604 201/2018 contains feedback on Assignment 01 and 02; while Tutorial Letter IOPALLA/301/2017 contains important information, which applies to all students registered in the Department of Industrial and Organisational Psychology. Right from the start, we would like to point out that you must read all the tutorial letters you receive during the semester, as they always contain important and, sometimes, urgent information. Please make sure that you work through the tutorial letters before you embark on any work in the study guide or assessment tasks. Question 2: Will I receive all my tutorial material when I register? Answer: Please note that not all of your tutorial material may be available when you register. Tutorial material that is not available when you register will be posted to you as soon as possible. Please note: It is not possible to fax outstanding tutorial letters to students. It is, however, possible to download them from the module site under the tools Official Study material and Additional Resources. It is therefore to your benefit to register as an online student so that you can access and obtain your study material immediately.

CATEGORY	QUESTIONS AND ANSWERS
Online learning	Question 1: Is it easier to learn online than through print-based material? Answer: No. The course content of an online class is usually identical to that of a print-based distance-learning course on the same topic. Compared to regular face-to-face classes, some people think the workload is even more demanding, because you have to be a self-directed learner and stay motivated to keep on top of your work. The most successful online students tend to share the following characteristics. They: ▪ Are self-motivated and are self-starters. ▪ Have good organisational and time-management skills. ▪ Are fairly familiar with computers and the internet. ▪ Are resourceful and actively seek answers and solutions to questions and problems. Question 2: What are the benefits of learning online? Answer: In the online world, you can study <i>anytime</i>, <i>anywhere</i> and at a <i>pace</i>, that suits your individual learning style. Remember, though, that you will still have to meet the required deadlines for assignment submissions. Question 3: What internet skills would be useful for online learning? Answer: The most successful students tend to have the following skills: ▪ Familiarity with their web browser. ▪ Familiarity with an e-mail program (including attaching documents and reading attachments). ▪ Some familiarity with web-based interactions – e-mail, social networks, learning management systems. ▪ Familiarity with word processing (MS Word). ▪ Experience in successful internet searches, using a variety of browsers and search engines.

CATEGORY	QUESTIONS AND ANSWERS
	Question 4: How important is attitude to achieve success in my studies and in an online learning environment? Answer: Your attitude is very important to ensure success. We know that you are interested in environmental psychology otherwise, you would not have enrolled for this module. We want to encourage you to develop a positive attitude towards your studies and the online learning environment. To achieve this, there are a number of things to bear in mind. TIME is important for a distance education student. You must be in control of your time and manage it effectively. Draw up a study programme at the beginning of the semester. This requires discipline, but will ensure that you: Have sufficient time to work through all the relevant study material. Are able to submit the relevant tasks and assignments on the due dates. Have sufficient time for revision and preparing for the assignments and examination. We would like to encourage you to follow the guidelines below: • Do NOT fall behind in your planning. • Work regularly and consistently. • Make sure that you understand the work as you go along. • Do NOT give up on difficult work; rather seek help as soon as possible. The Directorate for Counselling & Career Development can be accessed at http://www.unisa.ac.za/default.asp?Cmd=ViewContent&ContentID=96773 on the Unisa website or at counselling@unisa.ac.za for further information on how to manage your studies. We hope that this information will make your studies easier, and that you will do well. Question 5: How should I approach my online learning? Answer: We all have different learning styles and preferences. However, consider the following pointers/guidelines: • Allocate time to work through each learning unit and do the activities. • Allow extra time for work that seems difficult or with which you know you have a problem. • When you compile a study plan, allow time for personal responsibilities (e.g. family responsibilities, work obligations, social obligations, leave).

CATEGORY	QUESTIONS AND ANSWERS
	• Make use of your most productive time for study (e.g. late evening after the children have gone to bed or early morning before the rest of the family wake up). • Remember that it is more effective to study for one hour on a regular basis (e.g. every day) than for ten consecutive hours every two weeks. Decide now how many hours you are going to spend on your studies per week. We recommend that you put one to two hours aside each day. • Keep a record of your progress. It will be gratifying to see what you have accomplished, and it will inspire you if you fall behind. Be prepared for disruptions to your study programme due to unforeseen circumstances. You should therefore monitor your progress so that you can catch up immediately if you fall behind. Remember that it is easier to catch up one week's lost hours than an entire month of lost hours.
Technical issues related to myUnisa	Question 1: How do I create a new topic, using the Discussion Forum tool? Answer: • To create a new topic in a forum, you need to do the following: • Select and access the Student Lounge forum from the list of forums in the Discussion Forums tool. • Now, at the top of the page select the option Add a New Topic. • Give your topic a descriptive name in the Topic Title box. • In the Message box, write down the instructions for the discussion. • Click on the Submit button to create your topic for discussion. Question 2: What is expected of me when I participate in discussion forums? Answer: Remember, online discussion forums are not the same as e-mail messages, or a letter to the lecturer, or a chat room. Therefore, the myUnisa discussion forums must not be used for personal messages to your lecturers or to one another. You are, however, welcome to use the forum marked Student Lounge to introduce yourself to your fellow students, to form study groups and to create your own topics. In this module, we will be using the online discussion forum for academic purposes. For this reason, the discussions will be based on topics related to module outcomes, the assessments and the supporting content. Online discussion forums are more like class discussions in a face-to-face classroom, where the lecturers raise discussion points and ask questions. All the students can then respond to the lecturer's questions as well as to one another's responses. The lecturer can then clarify uncertainties and perhaps provide a summary at the end of a discussion.

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	Participating in discussion forums provides you with opportunities to: • Discuss and clarify issues in the subject area. • Share experiences and ideas with peers and lecturers. • Solve problems collaboratively. • Debate topical issues. • Raise questions about the topic under discussion. • Introduce the most recent developments in the subject area. • Receive immediate feedback on assignments. • Have access to additional resources related to relevant topics in this subject/discipline.
Assignments	Question 1: How do we submit our assignments? Answer: Refer to Tutorial Letter 101. You can submit the assignments electronically via myUnisa, your regional office or by registered mail. YOU CANNOT E-MAIL YOUR ASSIGNMENT TO YOUR LECTURER! It is highly recommended that you submit your assignment online via myUnisa. The system can then capture it. Question 2: Will I be penalised if I submit my assignment late? Answer: Yes, no late submissions will be accepted!
Exams	Question 1: Any tips for the exam? Answer: No! You have to study all the prescribed material - the questions asked in the exam will come from the study guide and the sources listed on the e-reserves. Question 2: Are there any past exam papers? Answer: The lecturer will not provide you with past exam papers. If there are any past papers available, the exam department will upload them under the Official Study Material tab. The lecturer will not give you the memos of past papers. Do not use exam papers earlier than 2017 as the content of the module changed in 2017. Please take note: You will not pass if you only study past exam papers! The questions are not repeated! By working out a past paper, you will only gain some experience in answering an exam paper.

9 IN CLOSING

Do not hesitate to contact your lecturer by email if you are experiencing problems with the content of this tutorial letter or with any aspect of the module.

I wish you a fascinating and satisfying journey through the learning material and trust that you will complete the module successfully.

Enjoy the journey!

Mrs J.M Venter
Ms E. Ramasodi

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