

**PSYCHOLOGY**

**9698/32**

Paper 3 The Specialist Choices

**May/June 2018**

**3 hours**

No Additional Materials are required.

**READ THESE INSTRUCTIONS FIRST**

An answer booklet is provided inside this question paper. You should follow the instructions on the front cover of the answer booklet. If you need additional answer paper ask the invigilator for a continuation booklet.

There is a choice of five specialist options in this question paper. You must answer questions from **two** specialist options.

Answer the question in Section A.

Answer the question in Section B.

Answer **one** question in Section C.

The number of marks is given in brackets [ ] at the end of each question or part question.



This document consists of **6** printed pages, **2** blank pages and **1** Insert.

**Psychology and Education****Section A**

Answer this question.

- 1 (a) Explain, in your own words, what is meant by the term 'teaching style'. [2]
- (b) Describe **two** teaching styles. [4]

**Section B**

Answer this question.

- 2 (a) Describe what psychologists have discovered about special educational needs. [8]
- (b) Evaluate what psychologists have discovered about special educational needs, including a discussion about generalisations. [12]

**Section C**

Answer **one** question.

- 3 Behaviourists control disruptive behaviour with corrective behaviour modification techniques.
- (a) Suggest how **you** would design and conduct an investigation to determine the effectiveness of a corrective technique. [8]
- (b) Describe the theory of learning on which your suggestion is based. [6]
- 4 Talking in a classroom can be disruptive and bullying can involve verbal aggression.
- (a) Suggest how **you** would design and conduct an observational study to categorise different types of talking in a classroom. [8]
- (b) Describe **two** types of bullying. [6]

**Psychology and Health****Section A**

Answer this question.

- 5 (a) Explain, in your own words, what is meant by the term 'daily hassles'. [2]
- (b) Describe **one** study which has measured daily hassles. [4]

**Section B**

Answer this question.

- 6 (a) Describe what psychologists have learned about pain. [8]
- (b) Evaluate what psychologists have learned about pain, including a discussion about the different ways in which pain can be managed. [12]

**Section C**

Answer **one** question.

- 7 Practitioner style can be patient-centred or doctor-centred.
- (a) Suggest how **you** would design and conduct an investigation into the preferred practitioner style for patients at your local health centre. [8]
- (b) Describe **one** study which has investigated practitioner style. [6]
- 8 Accidents are sometimes caused by human error due to cognitive overload. It is not known how many different stimuli a person can process at any one time.
- (a) Suggest how **you** would design and conduct an experiment to investigate cognitive overload. [8]
- (b) Describe **two** causes of human error, other than cognitive overload. [6]

**Psychology and Environment****Section A**

Answer this question.

- 9 (a) Explain, in your own words, what is meant by a 'sketch map'. [2]
- (b) Describe the features of a sketch map such as those outlined by Lynch. [4]

**Section B**

Answer this question.

- 10 (a) Describe what psychologists have found out about personal space and territory. [8]
- (b) Evaluate what psychologists have found out about personal space and territory, including a discussion about the extent to which generalisations can be made from one culture to another. [12]

**Section C**

Answer **one** question.

- 11 If listening to music by Mozart makes a person smarter, perhaps Mozart should be played when students are sitting examinations.
- (a) Describe evidence suggesting that music improves performance. [6]
- (b) Suggest how **you** would conduct an experiment to determine whether students perform better with or without music in examinations. [8]
- 12 Data on the negative effects of crowding could be gathered from people on public transport.
- (a) Suggest how **you** would design and conduct an interview to gather both quantitative **and** qualitative data from people travelling on public transport. [8]
- (b) Describe **one** study on the negative effects of crowding on human health. [6]

**Psychology and Abnormality****Section A**

Answer this question.

- 13 (a)** Explain what is meant by the 'behavioural model of abnormality'. [2]
- (b)** Describe **two** abnormalities explained by the behavioural model. [4]

**Section B**

Answer this question.

- 14 (a)** Describe what psychologists have found out about abnormal affect. [8]
- (b)** Evaluate what psychologists have found out about abnormal affect, including a discussion about competing explanations. [12]

**Section C**

Answer **one** question.

- 15** Electro-convulsive therapy (ECT) can be used to treat schizophrenia, but it can have side effects.
- (a)** Suggest how **you** would design and conduct a longitudinal study to find out whether ECT used for schizophrenia has side effects. [8]
- (b)** Describe **two** other ways in which schizophrenia can be treated. [6]
- 16** Sometimes aversion therapy is used to help people to cope with their addiction or impulse control disorder.
- (a)** Suggest how **you** would design and conduct a study using an interview to find out the effectiveness of aversion therapy for an addiction to alcohol. [8]
- (b)** Describe **one** other way in which an addiction or an impulse control disorder can be treated. [6]

**Psychology and Organisations****Section A**

Answer this question.

- 17 (a) Explain, in your own words, what is meant by the term 'operator-machine system'. [2]
- (b) Describe **two** errors/accidents in operator-machine systems. [4]

**Section B**

Answer this question.

- 18 (a) Describe what psychologists have found out about satisfaction at work. [8]
- (b) Evaluate what psychologists have found out about satisfaction at work, including a discussion about individual differences. [12]

**Section C**

Answer **one** question.

- 19 Researchers at the University of Michigan identified task-oriented behaviours in leaders.
- (a) Suggest how **you** would design and conduct an observational study to investigate task-oriented behaviours in leaders. [8]
- (b) Describe **two** behavioural theories of leadership. [6]
- 20 Group conflict is often negative, but it can also have positive effects.
- (a) Suggest how **you** would design and conduct a study to investigate the positive effects of group conflict. [8]
- (b) Using examples, describe positive and negative effects of group conflict. [6]



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