

1(a) Outline the key research by Wells (2000) and explain what it tells us about territory in the workplace.

[10]

(b) Discuss whether research into territory and personal space is ethnocentric.

[15]

(c) Sundip is creating an office where people can hire workspaces. She wants the office to appeal to as wide a range of potential clients as possible.

Outline at least one suggestion, based on research into territory or personal space, that a psychologist might make to Sundip about how to design her office.

[10]

[10]

2(a) Outline the key research by Black and Black (2007) and use it to explain the impact of environmental stressors on our biological responses.

[10]

(b) Discuss research into stressors in the environment in relation to ethical considerations.

[10]

(c) Jamal is a student revising for his exams. He has tried studying at home and the town centre library, but he finds both environments stressful to revise in. Jamal is keen to do well in his exams and really needs somewhere suitable to do his revision.

Outline at least one strategy a psychologist might suggest for how Jamal could manage environmental stress to be able to revise effectively for his exams.

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3(a) \*Explain what the key research by Czeisler et al. (1982) tells us about biological rhythms.

[10]

(b) \*Discuss sampling bias in research into biological rhythms.

[15]

(c) \*Azmi works as a member of cabin crew for an international airline that flies across different time zones. Azmi is scheduled to work a series of shifts that will mean having to stay awake when they would normally be asleep.

Outline at least one strategy for how Azmi can try to reduce the effects of shift work or jet lag upon them.

4(a) \* Outline the key research by Lord (1994) and explain what it tells us about factors that influence recycling behaviour.

[10]

(b) \* Discuss the freewill / determinism debate in relation to research into recycling and other conservation behaviours.

[15]

(c) \* Kai works for the local Council as an environmental officer. Kai is concerned that residents are being wasteful in their use of water. Kai would like them to turn taps off when brushing their teeth. Kai would also like them to have showers instead of baths.

Outline at least one technique a psychologist might advise Kai to use to get people using less water.

[10]

5(a) \* Outline the key research by Black and Black (2007) and explain what it tells us about environmental stressors.

[10]

(b) \* Discuss the reductionism/holism debate in relation to research into stressors in the environment.

(c) \* For the last few years, Simon has been able to walk to work. He has just been given a job that will require him to travel approximately 20 miles to get to work. A range of different transport options are available to Simon, but he is worried that his daily commute could become a stressful experience.

Outline at least one strategy for managing environmental stress that a psychologist might suggest to commuters like Simon.

[10]

6(a)

\*Discuss the reliability of research into ergonomics (human factors).

[15]

(b) \*Ranjit is setting up a call centre to deal with customer queries. He wants staff to be able to give their full attention to the calls they are handling.

What advice might a psychologist give Ranjit about how to apply ergonomic research to the design of this new workplace?

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(c) \*Explain how the key research by Drews and Doig (2014) could be used to help nurses working in hospitals.

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## 7(a) Environmental psychology

\* Explain how the key research by Ulrich (1984) could be used to influence the design of hospitals.

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[10]

(b) \* Discuss the validity of research into psychological effects of the built environment.



(c) \* Jon works in the planning department of his local town council. He has been given the job of designing a major expansion to the town. His aim is to design the new part of town so that it has a positive effect on the health / wellbeing of the people who will live there.

What might a psychologist suggest about how Jon can achieve his aim?

[10]

### 8(a) Environmental psychology

\* Explain how the research by Lord (1994) could be used to improve levels of recycling.

(b) \* Discuss the individual-situational explanations debate in relation to recycling and other conservation behaviours.

[10]



[15]

(c) \* Trevor is a teacher in a primary school. The children in the school are aged from 4–11 years. Trevor is responsible for increasing recycling and other conservation behaviours among the children in the school.

What suggestions might a psychologist make to Trevor about techniques for increasing recycling or other conservation behaviours among the children in the school?

**END OF QUESTION PAPER**

**[10]**