FREE PREVIEW

Cambridge International AS & A Level • Psychology 9990 • Paper 4

ORGANISATIONAL PSYCHOLOGY · SECTION B

Planning a Study

Model answer booklet

Every organisational **plan-a-study** question from the 2024–2026 papers and the specimen paper, answered in full and annotated.

June 2026 | Mar 2026 | Nov 2025 | June 2025 | Mar 2025 | Nov 2024 | June 2024 | Mar 2024 | Specimen 2024

14 Full-mark model answers

328 Annotations showing what earns marks

(a)(b)(c) Every part of every question

★ Examiner tips and mistakes to avoid

Design a study packs for all four options

By Jyotika Karmani

Clinical | Consumer | Health | Organisational

PAPER 4 · SECTION B · ORGANISATIONAL PSYCHOLOGY

The plan-a-study question is worth 24 marks. This pack shows you how to earn every one.

Every Organisational Psychology plan-a-study question from 2024 to 2026, plus the specimen paper, answered in full and annotated mark by mark.

14	76	328	4
questions	pages	annotations	options available

14

Every question, 2024 to 2026

All 14 Organisational plan-a-study questions, every variant, plus the specimen paper. The most recent paper comes first, including March 2026.

a·b·c

Full answers to every part

Complete plans, psychological knowledge and justified choices, written in full, the way an A* student writes in the exam.

328

Annotations that show the marks

Colour-coded comments point to exactly where each method feature, ethical guideline and reliability step earns credit.

2/2

(c) answers built for both marks

Every (c) answer shows the general point and the applied point that turns one mark into two.

NEW

A guide before you start

Two new pages up front: what each research method needs, and the principles behind a strong plan. Syllabus terms only.

★

Examiner tips and traps

Every question flags the mistakes that cost candidates marks, so you avoid them on the day.

> Most students know the research methods. What they lack is a clear picture of what a **full-mark plan** looks like. Each answer here gives you that picture, then shows you **why** each sentence earns its place.

Jyotika Varmani
Cambridge A Level Psychology teacher and subject expert. Her blog is cited in the official Cambridge teachers' manual.

Get the full pack →

NEW IN EVERY PACK

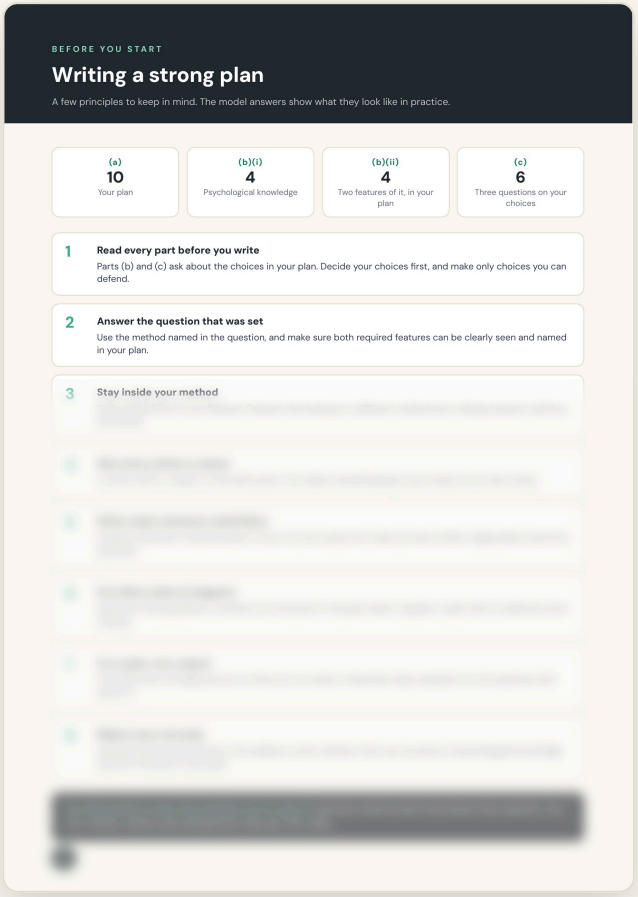
Before you start: a two-page guide

Before the first model answer, two pages set out the standard every plan is marked against. Here is a glimpse.



What every plan needs

The general features, then the features of each of the seven methods, side by side.



Writing a strong plan

How the 24 marks are shared, and eight principles behind a strong plan.

METHOD CARDS IN THE GUIDE

- Experiment
- Questionnaire
- Interview
- Observation
- Longitudinal study
- Case study
- Correlation

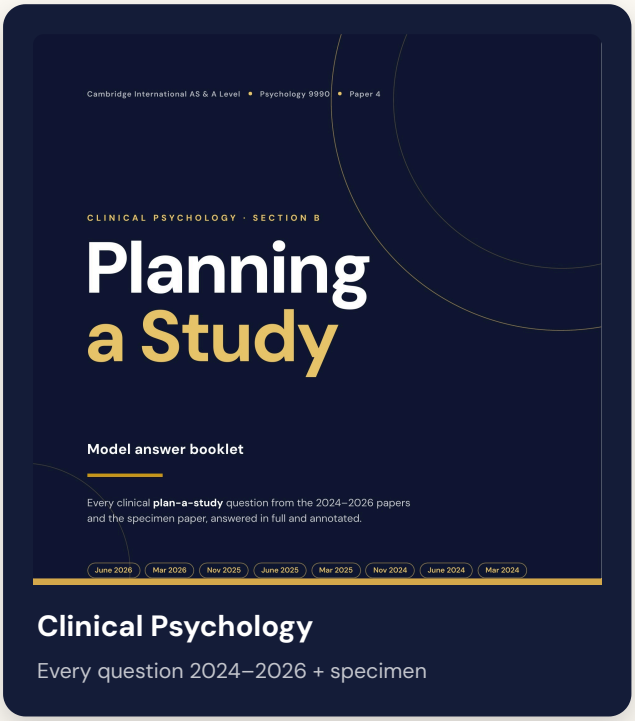
The full guide is in the pack. Every method card and all eight principles, at the front of the booklet.

Unlock →

ONE SERIES · FOUR OPTIONS

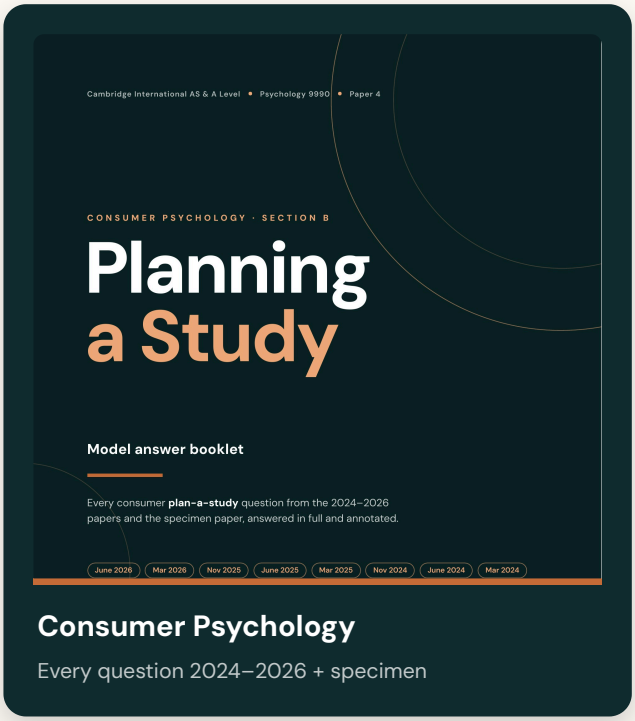
Design a study packs are available for all four options

Whichever two options you are sitting, the same full-mark approach is waiting for you. Every pack covers every plan-a-study question from 2024 to 2026 and the specimen paper.



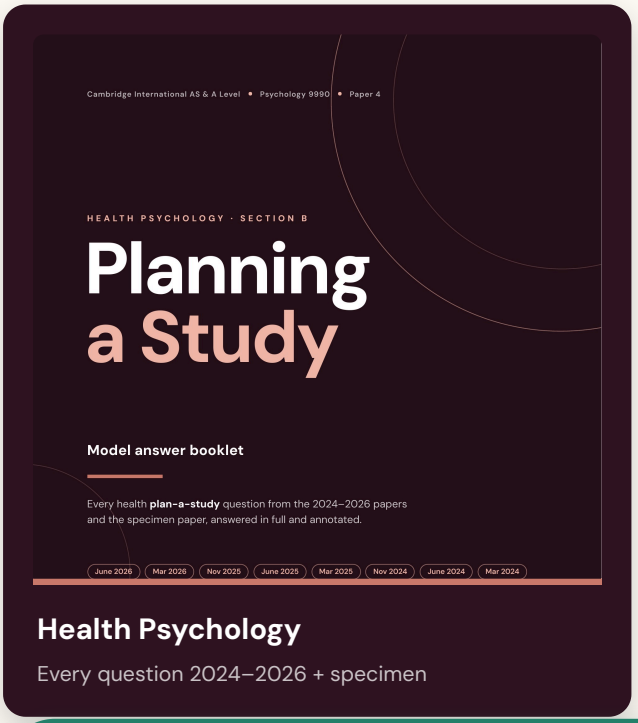
Clinical Psychology

Every question 2024–2026 + specimen



Consumer Psychology

Every question 2024–2026 + specimen



Health Psychology

Every question 2024–2026 + specimen

YOU ARE PREVIEWING



Organisational Psychology

Every question 2024–2026 + specimen

See all four packs in the store →

CONTENTS OF THE FULL PACK

14 questions. Here is what you can see today.

In this preview · Sneak peek · In the full pack

★	New Before you start	What every plan needs · Writing a strong plan Two-page guide	2	Sneak peek pp. 2–3
01	June 2026 Paper 41 & 43	Human error accidents in a shoe factory Structured interview	5	In this preview pp. 5–9, partly locked
02	June 2026 Paper 42	Monitoring to reduce social loafing Experiment	10	Full pack
03	March 2026 Paper 42	Bullying in a food factory Semi-structured interview	15	Full pack
04	November 2025 Paper 41 & 43	Job satisfaction after job enlargement Questionnaire	20	Sneak peek p. 21
05	November 2025 Paper 42	Praise or recognition? Interview	25	Full pack
06	June 2025 Paper 41 & 43	Rapid rotation shiftwork and health Interview	30	Full pack
07	June 2025 Paper 42	A reward system to reduce accidents Experiment	35	Full pack
08	March 2025 Paper 42	McClelland's needs in sixth-form teachers Questionnaire	40	Full pack
09	November 2024 Paper 41 & 43	Lighting and productivity Experiment	45	Full pack
10	November 2024 Paper 42	Slow or rapid rotation: which harms health more? Experiment	50	Full pack
11	June 2024 Paper 41 & 43	Sabotage on an assembly line Structured observation	55	Full pack
12	June 2024 Paper 42	Which achievement need motivates workers? Online questionnaire	60	Sneak peek p. 63
13	March 2024 Paper 42	Fixed hours or flexitime? Interview	65	Full pack
14	Specimen 2024 Paper 4	The main reason for absenteeism Questionnaire	70	Full pack

Page numbers refer to the full pack. Tap a locked row to go to the store.

01

June 2026 · Paper 41 & 43 · Question 12

Human error accidents in a shoe factory

SYLLABUS 4.4 Organisational work conditions · 4.4.3 Health and safety

Structured interview

The question

Plan a study using a structured interview to investigate which type of accident due to human error is most common in a shoe factory.

Your plan must include details about:

- sampling technique
- interview technique

a	The plan	10 marks	6
b	Psychological knowledge	8 marks	8
c	Explaining your choices	6 marks	9

Preview · full pack p. 5

The plan

10 marks

(a) Plan a study using a structured interview to investigate which type of accident due to human error is most common in a shoe factory. **10 marks**

Your plan must include details about:

- sampling technique
- interview technique

The aim is to find out which type of human error causes the most accidents and near misses among machine operators in a shoe factory. Near misses are included because [1] they are far more common than accidents, which gives more data, and they have the same causes.

The factory in Northampton employs 300 machine operators who cut, stitch and glue shoes. I will use **random sampling** [2] from the staff list: the human resources department gives each operator a number, and a random number generator picks 60, so every operator has an equal chance [3] of being chosen. This makes the sample representative of all operators, not only those who are keen to talk.

The **interview technique** is **face-to-face** [4], in a quiet meeting room away from the factory floor, during paid work time. This means operators can point to pictures of the machines to show exactly what happened, and they do not lose pay by taking part. The interview is **structured** [5], so every operator is asked the same 12 questions in the same order by the same trained interviewer, who is not a manager [6]. Each interview takes about 15 minutes.

[1] AIM Near misses give **more data** with the same causes.

[2] SAMPLING TECHNIQUE ★ **Random**: numbered staff list and a number generator.

[3] SAMPLING TECHNIQUE ★ The **defining feature** of random sampling.

[4] INTERVIEW TECHNIQUE ★ **Face-to-face**, so operators can point to machines.

[5] INTERVIEW FORMAT **Structured**: same 12 questions, order and interviewer.

[6] VALIDITY A non-manager makes **honest** answers likelier.

Preview · full pack p. 6

Operators are asked about every accident or near miss they have had in the last 12 months. For each one, the interviewer asks "What were you doing at the time?" 7 and then "Which of these best describes what happened? You forgot to do something / You did something wrong / You did the steps in the wrong order / You did something too fast or too slow". These options match errors of omission, commission, sequence and timing 8. Other questions include "How tired were you, from 1 (not at all) to 5 (very)?" and "Had you just changed to a different machine? Yes / No".

7 EXAMPLE QUESTIONS An **open** question first, then a closed one.

8 THEORY Each option is one **type of error**.

The answers give **quantitative data** 9. I will count how many reported accidents and near misses fall into each type of error, turn these into percentages, and draw a bar chart with the four types on the x-axis and the percentage of errors on the y-axis. The type of error with the highest percentage would be concluded to be the main cause of accidents and near misses.

9 ANALYSIS Counts turned into **percentages**.

The rest of this plan is in the full pack

Including the sampling, the ethics and how the conclusion is reached, with every annotation.

Unlock the full pack →

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Partly locked · full pack p. 7

b Psychological knowledge

8 marks

(b)(i) For one piece of psychological knowledge on which your plan is based, describe this psychological knowledge. — 4 marks

Accidents at work are often caused by **human errors** [13]. Riggio (1990) described four types. An **omission** error is failing to do something, such as forgetting to switch a machine off. A **commission** error is doing something incorrectly [14]. A **sequence** error is doing the steps in the wrong order, and a **timing** error is doing something too quickly or too slowly [15]. Errors are more likely when people are tired, and when they use a familiar action on an unfamiliar machine, known as a motion stereotype.

13 THEORY Introduces **human error**.

14 THEORY **Omission** and **commission**, with examples.

15 THEORY **Sequence** and **timing** errors.

See how both features link to the plan

Part (b)(ii) for every question, each feature linked directly to the plan.

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C

June 2026 · Paper 41 & 43 · Question 12

Explaining your choices

6 marks

(c)(i) Explain one reason for your choice of sampling technique. 2 marks

I chose random sampling because every operator has an **equal chance** of being chosen 18. In my study, operators who have had many accidents are not left out or over-included by the researcher 19.

18 1ST MARK The general reason: an **equal chance**.

19 2ND MARK Applied: no researcher bias.

Part (c), built for both marks

Every (c) answer shows the general point and the applied point, side by side.

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a

November 2025 · Paper 41 & 43 · Question 12

The plan

10 marks

(a) Plan a study using a questionnaire to investigate levels of job satisfaction following a job enlargement. 10 marks

Your plan must include details about:

- questionnaire technique
- question format

The aim is to find out whether job satisfaction changes after workers' jobs are enlarged. A supermarket chain is enlarging the jobs of its checkout staff, so they will also stock shelves and run the click-and-collect desk. Measuring satisfaction before and three months after the change 1 shows whether changed.

1 AIM **Before** and **after**, so change can be seen

13 more questions like this

Field experiments, interviews, questionnaires and observations, all annotated.

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b

June 2024 · Paper 42 · Question 12

Psychological knowledge

8 marks

(b)(i) For one piece of psychological knowledge on which your plan is based, describe this psychological knowledge. — 4 marks

McClelland's achievement motivation theory 14 says that people have three work-related needs, and one is usually stronger than the others. The **need for achievement** is the need to succeed and master tasks through effort. The **need for affiliation** is the need to be liked and accepted by others 15. The **need for power** is the need to influence and control others 16. Managers can motivate workers better by matching tasks and rewards to their strongest need.

14 THEORY Names the theory and its main idea.

15 THEORY **Achievement** and **affiliation**.

16 THEORY **Power**.

Psychological knowledge, done properly

One piece of knowledge per answer, with two features linked straight into the plan.

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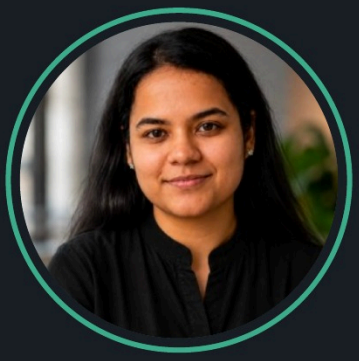

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