



**General Certificate of Education (A-level)
January 2012**

Psychology A

PSYA2

(Specification 2180)

**Unit 2: Biological Psychology, Social
Psychology and Individual Differences**

Final

Mark Scheme

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Section A Biological Psychology

Question 1

AO1 = 4 marks **Knowledge of a research study investigating stress in workplace**

There are several studies that candidates can describe, but they must be studies that set out to investigate stress in the workplace. (So Brady's "executive" monkeys is not creditworthy!) Possible research could include Marmot's research into stress in civil servants; Johansson's study of Swedish sawmill workers, or any other study of workplace stress.

Candidates may describe any aspect of their chosen study, such as the procedures, the findings or conclusions. For top marks both procedures and findings/conclusions must be included.

AO1 Knowledge and understanding
4 marks Accurate and reasonably detailed Accurate and reasonably detailed answer that demonstrates sound knowledge and understanding of research investigating stress in the workplace. There is appropriate selection of material to address the question.
3 marks Less detailed but generally accurate Less detailed but generally accurate answer that demonstrates relevant knowledge and understanding. There is some evidence of selection of material to address the question.
2 marks Basic Basic answer that demonstrates some relevant knowledge and understanding but lacks detail and may be muddled. There is little evidence of selection of material to address the question.
1 mark Very brief/flawed or inappropriate Very brief or flawed answer demonstrating very little knowledge. Selection and presentation of information is largely or wholly inappropriate.
0 marks No creditworthy material.

Question 2

AO2 = 4 marks **Discussion of difference between life changes and daily hassles**

1 mark for using examples or naming Lee to explain Life Changes and 1 mark for using examples or naming Denis to explain Daily Hassles.

For example, Lee is experiencing Life Changes (1 mark).

Daily Hassles are things such as the problems with traffic (1 mark).

2 further marks for discussion of the difference.

Denis is suffering from frequent, minor, everyday events whereas Lee is suffering from infrequent, major events (2 marks).

Credit other psychologically informed elaboration of discussion of difference, for example reference to chronic/acute and links to stress.

Question 3

AO3 = 4 marks Limitations of using questionnaires

Limitations of using questionnaires could include:

- social desirability
- leading questions
- ambiguous wording/different understanding of words
- participants may not tell the truth, especially with regard to stress-related issues which are sensitive
- sampling difficulties/response rates
- closed questions leading to lack of detail
- open questions leading to difficulty of analysis

Any other relevant problem can be credited.

Any reference to data without an explicit link to open or closed questions is not creditworthy.

Ethical issues are not creditworthy.

For each limitation: 1 mark for identification of the problem and a further mark for elaboration of why it is a limitation or a consequence.

For example, participants might not understand the question (1 mark) and so make a guess and give answers that do not really represent their stress (further mark for elaboration). Answers do not need to be expressed within the context of stress research to gain full marks.

Question 4

AO1 = 6 marks Knowledge and understanding of methods of stress management

AO1: Although the quote reminds candidates that there are both biological and psychological methods, it is acceptable for candidates to offer two from the same approach; such as drugs and biofeedback from the biological approach. However, if a candidate offers two types of drug treatment, they must clearly differentiate the two. This is also the case when offering two types of CBT, a clear difference must be shown for them to be accepted as two distinct methods.

Biological: drugs such as benzodiazepines (increasing activity of GABA); beta-blockers (affecting the cardiovascular system). Biofeedback, training to recognise physiological changes.

Psychological: stress inoculation therapy; hardiness training.

For both Biological and Psychological methods, credit other methods not just those given on the specification.

For top bands, there needs to be a reasonable balance between the two methods.

If only one method is given, partial performance is maximum 4 AO1. Methods of coping, eg emotion focused and problem focused are not creditworthy.

AO1 Knowledge and understanding
6 marks Accurate and reasonably detailed Accurate and reasonably detailed description that demonstrates sound knowledge and understanding of two or more methods of stress management. There is appropriate selection of material to address the question.
5 - 4 marks Less detailed but generally accurate Less detailed but generally accurate description that demonstrates relevant knowledge and understanding. There is some evidence of selection of material to address the question. <i>If only one method is outlined, it is accurate and reasonably detailed. Max 4 marks</i>
3 - 2 marks Basic Basic description that demonstrates some relevant knowledge and understanding but lacks detail and may be muddled. There is little evidence of selection of material to address the question. <i>If only one method is outlined, it is less detailed but generally accurate.</i>
1 mark Very brief/flawed or inappropriate Very brief or flawed description demonstrating very little knowledge. Selection and presentation of information is largely or wholly inappropriate.
0 marks No creditworthy material.

AO2 = 6 marks

Evaluation of these methods of stress management

AO2: Commentary can be common to both methods, for example if two different types of drugs have been given; it is legitimate to have one lot of commentary for them both. Therefore there is no partial performance for AO2. However, for the top bands if this path is chosen, the commentary needs to be substantial to reach the top bands.

AO2 Application of knowledge and understanding
6 marks Effective evaluation Effective use of material to address the question and provide informed commentary. Effective evaluation of research. Broad range of issues and/or evidence in reasonable depth, or a narrower range in greater depth. Clear expression of ideas, good range of specialist terms, few errors of grammar, punctuation and spelling.
5 - 4 marks Reasonable evaluation Material is not always used effectively but produces a reasonable commentary. Reasonable evaluation of research. A range of issues and/or evidence in limited depth, or a narrower range in greater depth. Reasonable expression of ideas, a range of specialist terms, some errors of grammar, punctuation and spelling.
3 - 2 marks Basic evaluation The use of material provides only a basic commentary. Basic evaluation of research. Superficial consideration of a restricted range of issues and/or evidence. Expression of ideas lacks clarity, some specialist terms used, errors of grammar, punctuation and spelling detract from clarity.
1 mark Rudimentary evaluation The use of material provides only a rudimentary commentary. Evaluation of research is just discernible or absent. Expression of ideas poor, few specialist terms used, errors of grammar, punctuation and spelling often obscure the meaning.
0 marks No creditworthy material.

Section B Social Psychology

Question 5

AO2 = 6 marks Analysis of unfamiliar situation and application of social influence

Josie = Normative Social Influence, changing behaviour but not personal attitude: she is doing something (laughing at jokes) just to fit in and be accepted by the group, even though she doesn't find the jokes funny.

Hana = Informational Social Influence, changing behaviour in order to be correct and using group as reference: she wants to be right and is using her colleagues as a source of information.

For each term, 1 mark for correctly linking the girl with the social influence and a further 2 marks for justification.

No mark for merely saying Hana shows NSI unless a case is made for Hana showing NSI and the justification is explicitly linked to the stem.

Caitlyn is not experiencing any social influence.

Candidates cannot access full marks unless explicitly engaged with stem.

Question 6

AO1 = 4 marks **Knowledge of why people resist pressures to conform**

People resist pressure to conform for a variety of reasons:

- Desire for individuation
- Have an internal locus of control
- Support of colleague
- Prior commitment
- Dispositional Factors
- Models of independence/non-conformity
- Exposure to dissent

Credit any other relevant explanation. Students may offer one explanation in detail or more than one but in less detail. There is a breadth-depth trade off here.

Merely identifying reasons without any explanation, maximum 2 marks.

4 marks Accurate and reasonably detailed Accurate and reasonably detailed explanation that demonstrates sound knowledge and understanding of why people resist pressures to conform. There is appropriate selection of material to address the question.
3 marks Less detailed but generally accurate Less detailed but generally accurate explanation that demonstrates relevant knowledge and understanding of why people resist pressure to conform. There is some evidence of selection of material to address the question.
2 marks Basic Basic explanation that demonstrates some relevant knowledge and understanding of why people resist pressure to conform but lacks detail and may be muddled.
1 mark Very brief/flawed or inappropriate The student provides an explanation, which is very brief or flawed and demonstrates very limited knowledge of why people resist pressure to conform.
0 marks No creditworthy material.

Question 7

AO1 = 6 marks Knowledge of why people obey

There are several explanations why people obey, such as:

- legitimate authority
- gradual commitment
- agentic shift
- lack of personal responsibility
- situational factors, eg role of buffers
- personality factors, eg authoritarian personality.

Students may offer one explanation in detail or more than one but in less detail. There is a breadth-depth trade off here.

Merely identifying reasons without any explanation, maximum 2 marks.

6 marks Accurate and reasonably detailed Accurate and reasonably detailed explanation that demonstrates sound knowledge and understanding of why people obey. There is appropriate selection of material to address the question.
5 – 4 marks Less detailed but generally accurate Less detailed but generally accurate explanation that demonstrates relevant knowledge and understanding of why people obey. There is some evidence of selection of material to address the question.
3 – 2 marks Basic Basic explanation that demonstrates some relevant knowledge and understanding of why people obey, but lacks detail and may be muddled.
1 mark Very brief/flawed or inappropriate The student provides a explanation, which is very brief or flawed and demonstrates very limited knowledge of why people obey.
0 marks No creditworthy material.

Question 8

AO3 = 4 marks How science works – knowledge of ethical issues

For each issue, 1 mark for identification of issue and a further mark for elaboration. For example, one issue is deception (1 mark); Milgram deceived participants into believing that they had an equal chance of being the teacher or learner, when in fact it was rigged (further mark for elaboration).

Right to withdraw is only an ethical issue in terms of it being made difficult to withdraw. Milgram did in fact give his participants the right to withdraw at the very start of the experiment; however he then made it very difficult for them to do so. Simply stating 'there was no right to withdraw' will not gain credit.

Explanation doesn't have to explicitly refer to Milgram's research.

Question 9

AO2 = 4 marks How social influence research can explain social change

There are various ways in which social influence research can help explain social change and examiners must be aware of the wide range of possible answers here. However, social change refers to the change that occurs in a society and not at the individual level.

- Minorities bring about social change by being consistent, flexible and non-dogmatic. Through social crypto-amnesia and the snowball effect gradually the minority turns into the majority.
- Dictators can bring about social change through their power and through the process of obedience.

Detailed descriptions of studies (eg Moscovici) are only relevant if they are used effectively to show how they have helped our understanding.

Research can refer to either theory or study.

4 marks Effective explanation Effective explanation that demonstrates sound knowledge of how social influence research can explain social change.
3 marks Reasonable explanation Reasonable explanation that demonstrates knowledge of how social influence research can explain social change.
2 marks Basic explanation Basic explanation of how social influence research explains social change.
1 mark Rudimentary Rudimentary, muddled, explanation of how social influence research can explain social change demonstrating very limited knowledge.
0 marks No creditworthy material.

Section C Individual Differences

Question 10

AO3 = 4 marks **How science works - knowledge of research methods**

The graph shows a strong negative correlation between score on depression scale and weeks of treatment. The more treatments the lower the depression. However, there also seems to be a plateau, where between 2 – 3.5 weeks there is very little change in depression.

1 mark for each of the following:

- Strength (it is a moderately strong/strong correlation)
- Direction (negative)
- Description of the relationship (the longer the treatment the lower the depression score)
- Indication of plateau / change in direction.

Question 11

AO1 = 3 marks **Knowledge of failure to function adequately definition of abnormality**

AO2 = 3 marks **Evaluation of this definition**

Failure to function adequately (FFA) refers to abnormality that prevent the person from carrying out the range of behaviours that society would expect from them, such as getting out of bed each day, holding down a job etc. Rosenhan & Seligman suggested a range of criteria that are typical of FFA. These include observer discomfort, unpredictability and irrationality among others.

1 mark for a basic outline of FFA and a further two marks for elaboration.

Evaluation of FFA:

- Cultural relativism – what is considered adequate in one culture might not be so in another
- FFA might not be linked to abnormality but to other factors. Failure to keep a job may be due to the economic situation not to psychopathology.
- FFA is context dependent; not eating can be seen as failing to function adequately but prisoners on hunger strikes making a protest can be seen in a different light.

Question 12

AO1 = 3 marks **Knowledge of psychodynamic approach**

Correct answers: B, D & F

Question 13

AO1 = 4 marks **Knowledge of the biological approach to abnormality.**

The biological approach to psychopathology sees disorders as having an organic or physical cause. The focus of this approach is on genetics, neurotransmitters, neurophysiology, neuroanatomy etc. This approach suggests that mental disorders are related to the physical structure and functioning of the brain.

If the answer only focuses on biological treatment without reference to underlying biological mechanisms, maximum of 2 marks.

Answers which make no reference to psychopathology (while unlikely) will be restricted to the Basic mark band.

4 marks Accurate and reasonably detailed Accurate and reasonably detailed description that demonstrates sound knowledge and understanding of the biological approach to psychopathology. There is appropriate selection of material to address the question.
3 marks Less detailed but generally accurate Less detailed but generally accurate description that demonstrates relevant knowledge and understanding of the biological approach to psychopathology. There is some evidence of selection of material to address the question.
2 marks Basic Basic description that demonstrates some relevant knowledge and understanding of the biological approach to psychopathology, but lacks detail and may be muddled. There is little evidence of selection of material to address the question or no reference to psychopathology.
1 mark Very brief/flawed or inappropriate The candidate provides a description, which is very brief or flawed and demonstrates very limited knowledge of the biological approach to psychopathology. Selection and presentation of information is largely or wholly inappropriate.
0 marks No creditworthy material.

Question 14 a

AO2 = 4 marks **Analysis of unfamiliar situation and disadvantages of drug therapy**

Disadvantages could include:

- addictive properties
- do not treat the cause only the symptoms
- side effects.

Examiners should be aware there is a depth versus breadth trade off. One disadvantage in detail or a few in less detail.

4 marks Effective information about disadvantages Effective advice that demonstrates sound knowledge of disadvantage of drug therapy.
3 marks Reasonable information about disadvantages Reasonable advice that demonstrates knowledge of disadvantage of drug therapy.
2 marks Basic advice information disadvantages Basic advice of disadvantage of drug therapy.
1 mark Rudimentary Rudimentary, muddled, advice of disadvantage of drug therapy demonstrating very limited knowledge.
0 marks No creditworthy material.

Question 14 b

AO2 = 3 marks **Analysis of unfamiliar situation, use of psychological therapy**

Students can choose any therapy as long as it is a psychological one, so clearly ECT is not creditworthy. However, it is important that the chosen therapy is made relevant to Hugh and explains **why** it works, not how it works. There needs to be some reference to the underlying rationale.

- Systematic desensitisation could be used to help him with his phobia of the dark because it will stop him being frightened and replace his fear with relaxation. Fear is incompatible with relaxation.
- CBT could be used because it would help change his faulty cognitions about the dark that are preventing him from getting to work.
- Psychoanalysis could be used to help him because it would access the unconscious where the repressed material is causing his abnormal behavior.

1 mark for identification of a psychological therapy and 2 further marks for explanation of why it would be appropriate.

Assessment Objectives

Question	AO1 Mark	AO2 Mark	AO3 Mark
Biological:			
1	4		
2		4	
3			4
4	6	6	
Total:	10	10	4
Social:			
5		6	
6	4		
7	6		
8			4
9		4	
Total:	10	10	4
Individual Differences:			
10			4
11	3	3	
12	3		
13	4		
14		7	
Total:	10	10	4

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